

PUNEET JAIN

@puneetjain17101@gmail.com

in linkedin.com/in/puneet-jain-49808a128/

+91 9566068775

SUMMARY

- Salesforce Developer and Administrator with over 4.3 years of experience in salesforce.com CRM with wide knowledge in Configuration, functional, and management skills on the salesforce platform like Apex, Triggers, LWC, Integration, and Flow. Flexible and receptive to learning new skills.

PROFESSIONAL EXPERIENCE

Senior Salesforce Developer

Philips Innovation Campus

📅 April 2022 - Present

📍 Bangalore, India

- Experience in SFDC development using Apex Classes and Triggers, SOQL, Lightning Web Component(LWC), Flow, and Integration.
- Worked on ServiceMax configuration integrated with their salesforce like service flow manager(SFM) wizard and SFM transaction.
- I have delivered more than **100+ user stories** work with quality and on time with zero escalations.
- Maintaining, exporting, and importing clean data via Salesforce Import, Export Wizard, and Workbench.
- Involved in requirement gathering, problem analysis, solution design effectively, handling customer queries, and direct client interaction.
- Mentored **5** new intern/new joiner in Salesforce and **managing 2** projects without impacting business-as-usual activities.
- Good Interpersonal skills, communication skills, commitment, result-oriented, hard-working with a quest and zeal to learn new technologies.

Salesforce Developer

Philips Innovation Campus

📅 July 2019 - March 2022

📍 Bangalore, India

- Having experience in Configuration, Customization, and SFDC development using Apex Classes and Triggers, SOQL.
- Experience in creating Custom Objects, Custom Fields, tabs, Apps, Page Layouts, Record Types, field dependencies, Formula Fields, Custom Validation Rules, custom buttons, and Relationships between the Objects.
- Experienced in SFDC Administrative tasks like creating profiles, permission sets, roles, users, page layouts, Validation rules, Custom Labels, approvals, reports, dashboards, and developments.
- Good experience configuring security settings using Profiles, Permission Sets, Roles, OWD, Sharing Rules, and Manual Sharing.
- Resolved **90% of defects** in staging environment within a critical timeline of **21 days** for on-time production deployment.
- Communicate with the client to achieve the desired outcome. Collaboration with other teams to integrate the system.

EDUCATION

B.Tech in Computer Science and Engineering

Vellore Institute Of Technology, Chennai

📅 2015 - 2019

SKILLS

Apex Integration Triggers SOQL
Lightning Web Component LDS LMS
ServiceMax HTML/CSS JavaScript
Service Cloud Batch Class
Security Settings Flow Design Thinking
Agile Methodologies
Requirement Gathering and Analysis
Cross Functional Team Collaboration

TOOLS

Azure Devops VS Code Data Loader
Force.com IDE Workbench Qlik Sense
Microsoft Office

ACHIEVEMENTS

- Salesforce **Platform Developer-1** and **Administrator-1** certified.
- Worked on Automation project which helped Philips to 25 FTE realization.
- Got recognized for Team-up to win.

PROJECTS

Hyper Automation

Philips Innovation Campus

📅 Oct 2022 – Present 📍

- The project's objective is to automatically create the records that were manually created with the help of Data Lake and Mulesoft. Worked on Qlik Sense to provide detailed information about the records.

Req2Ras

Philips Innovation Campus

📅 July 19– October 2022 📍

- The objective of the project is to provide services to the customer for which we have implemented field services. We are using the ServiceMax managed package to implement field service and extend the functionalities on Salesforce to meet the requirements.