



**Akash Garg**  
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## Career Highlights

Certified Salesforce Developer with having hands on Salesforce customization, administration, APEX, SOQL, Triggers, Lightning Components, Einstein Wave Analytics, Lightning Web Components.

## Work Experience

- Overall 3 years of experience
- 2 years of experience in Salesforce Sales Cloud and Service Cloud.
- Experience in building apps on Lightning Web Component (LWC), AURA Framework and Lightning Data Service.
- Experience in developing Einstein Bot Model to understand customers using Natural Language Processing (NLP) through intent and dialogue management.
- Experience in Apex code (Class, Test class, Triggers), Aura Components.
- Extensive knowledge of Order Management System (Glovvia).
- Experience in Salesforce Configuration including User setup, Profiles, Role management, Sharing Settings, Objects Level/Field Level security, Record Types, Page layouts, Approval Process, Workflow, Process builder, Flows.
- Data Management - Salesforce Data Loader, Data Import/Export Wizard
- Worked on Communities, Apps, Reports, Dashboards, Experience builder.
- Deployment from same/different sandboxes to Production using ANT metadata, Package.xml (ANT Force.com tool) and change sets.

## Professional Experience

Organization	Experience (in years)
Fujitsu Consulting India	Aug 2019 - Present
NIIT Technologies	Feb 2018 – Aug 2019
Data Solutions India	Aug 2015 – May 2016

## Technical Skills

- Lightning Web Component
- Salesforce Classic | Salesforce Lightning
- Salesforce Customization and Administration
- Business Knowledge & Sales Management

- Strong interpersonal and communication skills
- APEX, SLDS, LWC, HTML and JavaScript

## **Projects Undertaken**

### **1. Bayer's Refactoring Project (Aug 2019-Present) Role: Salesforce Developer**

The Bayer Group is managed as a life science company with three divisions – Pharmaceuticals, Consumer Health and Crop Science, It's a world-leading agriculture enterprise with businesses in seeds, crop protection and non-agricultural pest control.

#### **Technologies:**

Lightning Components, Lightning Web Components, Apex, Triggers, Communities, Salesforce Administration, Configuring User/Roles/Profiles, FLS/Object Level Security.

#### **Responsibilities**

- I have worked upon various Glovia functionalities like Sales Order, Sales Quotes, Inventory Management, Deliveries, Returns etc.
- Developing Lightning Components, Visualforce Pages to Lightning Component
- Writing Apex classes, Triggers
- Worked on workflow, process builder and validation rules.
- Writing Test classes for the provided APEX Classes.
- Worked on code enhancement as per the client user stories.
- Worked on handling all kinds of defects and changes requests

### **2. Release Management and Salesforce Integration (JUN 2019 - Aug 2019) Role: Software Developer**

#### **Responsibilities**

- Requirement Analysis and Creating implementation plans
- Develop, maintain and create custom workflows, process builder, approval process, visualforce page, lightning components, apex customizations, custom objects, fields and formulas
- Control the versioning of the project using SourceTree, SFDX and BitBucket
- Integrating salesforce with Integration cloud, Docusign and Nintex drawloop packages
- Document generation using Nintex packages

### **3. IAGCargo Claim Management Application: (Feb 2018 – Jun 2019) Role: Salesforce Developer**

#### **Responsibilities**

- Cargo claim management application to handle the cargo claims which has been damaged
- Requirement Analysis and Creating implementation plans
- Build the DFD and Data modeling
- Develop, maintain and create custom workflows, process builder, approval process, visualforce page, lightning components, apex customizations, custom objects, fields and formulas
- ANT Migration Tool for moving metadata between a local directory and a Salesforce org

#### **4. Einstein Book Subscription ChatBot POC**

**(Jan 2018 – Feb 2019)**

**Role: Salesforce Developer**

##### **Responsibilities**

- Develop a book subscription chatbot POC using Einstein bot which allow customers to search for books and help them in advance search using the einstein bot
- Setup and Configuration of Einstein bot
- Create Entities, Variables and Dialogs
- Omni Channel Routing using service cloud

#### **5. Claim and Budget Management Application:**

**(Aug 2018 – Dec 2019)**

**Role: Salesforce Developer**

Claim and Budget Management is an application which is designed in order to run an improved claim operation for all its internal employees of an organization.

##### **Responsibilities**

- Requirement Analysis and Creating implementation plans
- Build the DFD and Data modeling
- Develop, maintain and create custom workflows, process builder, approval process, visualforce page, lightning components, apex customizations, custom objects, fields and formulas

#### **Data Solutions India**

**(Jun 2015 – May 2016)**

**Role: Wordpress Developer and Data Analyst**

##### **Responsibilities**

- Develop and Build web pages using HTML and CSS
- Analyze Plugins for the better functionality and Implement new plugins
- Create and maintain data and perform analysis using Excel formulas

## Projects

- **College Project**

Vconnect Android app: Vconnect is the handy tool for students to get the study materials on the go.

Technology Used: Android Studio

Database: Firebase

- **Internship Project**

Airline Booking: An application which main purpose is to book a domestic flight.

Technology Used: Java, Hibernate, JSP, Javascript, CSS, HTML, Bootstrap, Spring MVC.

Database: MySQL

## Certification

- Certified Platform Developer I (PD1)

## Educational Qualifications

Education	Full-time/Part-time	Board/University	Specialization	Percentage
X	Full-time	CBSE		83.4
XII	Full-time	CBSE	Non-medical	72.8
BCA	Full-time	MDU	Computers	79.4
MCA	Full-time	MRIU	Computers	81

## Achievements and Commendations

- Secured various University positions in BCA and MCA
- NSS University Level Certification for Social Service Scheme
- Awarded as Student of the year in BCA-1st year (2012-13)
- Event Coordinator and team leader in college fests and events in college functions (2012-15)

## Extra-Curricular Activities

- Scribbling poems and a published poet in an anthology (Carnations)
- Educated slum children and aware people under National Service Scheme (2012-15)

## Personal Dossier

Date of birth: 30-Apr-1995  
Areas of interest: Salesforce Developer  
Linguistic Competencies: Fluency in English & Hindi.

**Declaration**

I solemnly declare that all the above furnished information is free from error to the best of my knowledge and belief.

Place: Faridabad

Signature

Date:

Akash Garg