Pooja Sharma

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# PROFESSIONAL SUMMARY

# Results-oriented Salesforce professional with a customer-centric approach and exceptional communication skills. Demonstrates expertise in leveraging various technical platforms to drive business success. Committed to understanding and fulfilling the needs of both clients and employers, ensuring optimal satisfaction. Excels in hands-on development while effectively leading software teams.

# EDUCATIONAL QUALIFICATION

B. TECH (CSE) from JECRC UDML College of Engineering with aggregate 73.6 %

# KEY SKILLS

* Admin [Flows, Sharing, Custom Metadata, Custom Settings, Validation rules]
* Apex [Collection, Apex Sharing, Triggers, Asynchronous Apex]
* LWC
* Health Cloud
* Experience Cloud
* Integration

# PROFESSIONAL EXPERIENCE

* **Dawn Digitech LLP [June 2022 – current]**
* Salesforce **admin**
* Salesforce **Developer**
* Salesforce **Health Cloud** Admin / Developer
* Health Cloud **Trainer**
* Part of Talent Acquisition Team as **Interviewer** for 1st Technical round.
* Guiding new joined interns and assigning them tasks.
* **Salesforce Freelance Developer [Nov 2022 – May 2022]**
* Salesforce admin
* **Content Developer**
* Gamma Career Institute [Dec 2017 – Jan 2019]

# PROJECT UNDERTAKEN

**Project: UDonate [Sep 2023 –Oct 2023]**

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| --- | --- |
| Project Description | Streamline Donation management process  |
| Platform | LWC, flows, Experience cloud |
| My Role | Worked on login and registration page of guest user, Manage sharing settings for program Manager. Customize community pages according to requirement, create LWC component as per requirement. Created reports for Program manager. PayPal Integration. |

**Project: Options Finance [May 2023 – July 2023]**

|  |  |
| --- | --- |
| Project Description | Streamline Mortgage loan application process |
| Platform | Apex, LWC, Flow, Sales Cloud |
| My Role | I was the SPOC for the client in this project. Creating additional functionality and customizing existing product as per client requirement. Worked on flows to create different type of tasks for different lead stages. Configure survey checklist as per requirement. Worked on Email Message and Message Service to check email and message status.  |

**Project: Mortgage Industry [Feb 2023 – April 2023]**

|  |  |
| --- | --- |
| Project Description | Streamline Mortgage loan application process. |
| Platform | Apex, Aura, Flow, Salesforce Lightning |
| My Role | Creating flows for adding and removing the campaign member, associating them to the respective campaigns and creating batch class for sending out the email notification.Written aura code so client can send SMS on respective task.Review code and Follow Apex and Aura best practices. |

**Project: Health Application [Jan 2023 – Feb 2023]**

|  |  |
| --- | --- |
| Project Description | Provides patient 360 - degree view |
| Platform |  |
| My Role | I was responsible for starting project from scratch, research, gathering requirements, Understanding ABDM system, create data flow, functional flows for each stakeholder, Requirement document, RFP, Testing ABDM API’s using postman. |

**Project: WellnessApp [Nov 2022 – Jan 2023]**

|  |  |
| --- | --- |
| Project Description | Patient Engagement Portal |
| Platform | Health cloud, Experience Cloud |
| My Role | I was responsible for Configuring Health cloud org, Configuring Provider Search, Patient console, Schedule appointment, Identity Verification Flow and Medication component as per requirement.  |

**Project: Corporate Training for a Health Sector Company [Jul 2022 – Jan 2023]**

|  |  |
| --- | --- |
| Project Description | Corporate Training |
| Platform | Salesforce Health Cloud |
| My Role | I was responsible for creating content, use cases, assignments, mini project and giving live training for Salesforce Health Cloud. |

**Project: WMS [Jun 2022 – Jul 2022]**

|  |  |
| --- | --- |
| Project Description | Maintain Employee Details for Finance Company |
| Platform | Apex, LWC, Salesforce Lightning |
| My Role | Start project from scratch, gathering requirement, create data model of project, created forms on LWC to gather employee data, written trigger to convert hired candidate into employee. Deploy application using package.xml and unmanaged package. |

# DECLARATION

I hereby declare that the information is true to the best of my knowledge and belief and can be supported with reliable documents when needed.

 Pooja Sharma