

NARESH AGRAWAL

(Salesforce Developer, India)

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PROFILE SUMMARY:

- Around 4+ year of IT experience in Development, Testing and Administration spanning all facets of
- software and SaaS application implementation in the Salesforce.com CRM space that includes **Administration, Configuration, Implementation, Development**.
- Hands on experience in Writing Triggers, Events Based Scenarios.
- Worked Directly with clients to support their day-to-day work in production.
- Implemented security and sharing rules at object, field, and record level for different users. · Worked on various salesforce.com **standard objects** like Accounts, Contacts, opportunities, Products, Cases, Leads, Campaigns, **Reports** and **Dashboards**.
- Designed **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Flow** according to application requirements.
- Extensive experience of using declarative features like **validation rules, workflows, approval process, lightning flows, sharing rules** automation for satisfying complex business process automations. · Implemented **security and sharing** rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
- Knowledge in tasks such as data extraction, transforming and loading using Data Loader, Data Import Wizard.
- A team player with a strong work ethic, a positive attitude and the ability to make the best use of individual resources.

Educational Qualification:

Bachelor of Technology, Computer Science Engineering.

SKILLS

Technologies:

- Sales, Service and Health clouds
- Software Development, Design Patterns and consulting

Development:

- Web components (React, LWC)
- HTML/CSS/JS (ES7)
- Apex, Python

Tools:

- VS code, Jira , Data Loader, Bitbucket

KEY PROJECT HIGHLIGHTS

Duration: April 2023 to Till Now

- **Position : Senior Salesforce Developer**
- **Company Name: Staveo Tech Pvt Ltd**

Client Name – Eversana
Platform – Salesforce Health Cloud

RESPONSIBILITY

- Understanding the client requirement
- Coordinate with different team for integration purpose
- Developing UI using LWC
- Deploying changes in higher org using Bitbucket
- Working with TA for finding best solution for any problem or blocker

Duration: June 2019 to April 2023

- **Position : Senior Salesforce Developer**
- **Company Name: Knock and Serve kitchen LLP**

Client Name- Solaria

Platform- Salesforce Service Cloud

- Worked on Apex Triggers.
- Develop a flow to Post on Chatter.
- Increase the Code Coverage of Test Classes more than 90%.
- Created various LWC components with dynamic functionalities.

RESPONSIBILITY

- Developed re-usable Lightning Web Components
- Utilized unlocked packaging concepts and established dependency within components.
- Achieved complex logic using dynamic query generation in APEX
- Written Test classes to ensure coverage of 90%+ is always maintained
- Participated in the deployment of new releases and provided post deployment support
- Demonstrating the developed stories to both business and the regression testing team

Client Name- Mindray USA

Platform- Salesforce Sales and Service Cloud

Roles & Responsibilities-

- Assist third-party developers to troubleshoot their integration with salesforce.com APIs, Apex, Visualforce and implementation of other salesforce.com developer products. This will involve debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved.
- Write sample code, client libraries, and contribute to Open-Source projects.
- Create knowledge base materials dedicated towards operational efficiency while also empowering and enabling the developer community
- Resolve customer service issues and skilfully manage complex customer service problems Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
- Assist with the design and delivery of product and other technical training.
- Review support cases for technical and troubleshooting accuracy.
- Define and describe technical best practices.
- Identify product and services up-sell opportunities and describe Salesforce solutions to customers in a way that is articulate, accurate, and persuasive.

- Complete assigned project responsibilities.
- Integration (at least in REST API) experience in Projects, experience in developing custom Apex Classes and Apex Triggers
- Responsible for creation of Visualforce Pages, LWC

RESPONSIBILITY

- Salesforce Configuration and development for lightning Experience.
- Worked with **Apex** and **Trigger** to automate various logics.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Creating **Page Layouts, Search Layouts, Record Types**, Page layout assignment based on Record Type, Custom links.
- Used **SOQL and SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Created **reports** with report types to fetch data from multiple objects.
- Build **Dashboard** to show graphical representation of data.
- Developed Screen Flows, **Record Trigger Flows** and **Scheduled flows** to automate the complete project. Created multiple **apex test classes** with more than 90% Coverage.
- Deployment through change set, VS Code and Azure DevOps
- Integration with **REST API** to receive data from third party.

Certification:

- Salesforce Associate