Shashank Agarwal

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CAREER OBJECTIVE

- To acquire a challenging position in Software Design and Development where **SFDC Development** would be required.

PROFILE SUMMARY

- Currently working in **Publicis Sapient** as Senior Associate as Salesforce Developer.
- Solutions-oriented IT professional (focused on SFDC Development) offering technical proficiency and practical skills achieved within **5.3 years** of progressive career in providing IT solutions on SFDC.
- Capable of developing Lightning components, Omni Channel set-up, Communities, Einstein Bot & lightning SFDC applications from scratch, handling defects in applications based on Force.com platform.
- Possess Expertise in Lightning Development, REST and SOAP APIs, Apex, Visualforce, Workflows/Approvals, Triggers, Batch Jobs, APIs, SOQL and SOSL.
- Have experience in SalesforceDX, Salesforce CLI, development using VS code,

TECHNICAL EXPOSURE

- **Technologies**:   SFDC (classic & lightning), Node JS, Android Studio, Firebase
- **Tools**:   SFDC, SSIS
- **Languages:**   C, JAVA, APEX, Visualforce, HTML5, CSS, XML, Javascript.

CERTIFICATIONS

- Salesforce Certified Platform Developer 1 (16648885)

ACADEMIC QUALIFICATIONS

- Bachelor of Technology (Computer Science)

Application: Install Security Systems for the customers - Sapient

Technology: SFDC (Salesforce Dot Com)
Description:
This application is used by internal employees on Sales Cloud to create leads, keep the track of sales, sites, locations, inventory etc..

Application Duration: October 2020 – till now
Team Size: 6 members
Role: Developer/ Admin
Responsibilities:
•   Developed multiple REST Webservices for partners to use.
•   Implemented REST API for the callouts
•   Responsible for the upgrade and optimization of multiple classes

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Application: Community Portal with chat functionality for end users - Deloitte
Technology: SFDC (Salesforce Dot Com)
Description:
This application is used for end users to see the knowledge articles and chat with the agents using Omni-Channel, embedded service, chat buttons and Einstein bot. This community also contains the knowledge articles which is using topic management and data category mapping. Users can initiate the chat and interact with the bot which creates cases in the backend, and they can interact with the live agents available using live agent functionality in salesforce.

Application Duration: July 2019 – October 2020
Team Size: 20 members
Role: Developer/ Admin
Responsibilities:
•   Developed whole case management system for this application.
•   Implemented bot functionality as well for **the community website**.
•   Responsible for the article management and sharing the articles to social media website from the community website.
•   Set up **Omni Channel** end to end for chats.
•   Responsible to lead the operate team from the offshore and work on the enhancements and bug fixes in the application which we developed from scratch.
•   Did end-to-end deployment through VS Code and bitbucket pipelines.

Application: Capital Venture Application- Deloitte
Technology: SFDC (Salesforce Dot Com)
Description:
This application is a capital venture application which contains the data of the newly created Startups and also contains the data of the funded given by application owner to the startups. It also provides data of the investments, equities and different approvals which decides the future investments in the given startups.

Application Duration: March 2019 – July 2019
Team Size: 8 members
Role: Developer/ Admin
Responsibilities:
•   Responsible for **data migration using SSIS** (SQL Server Integration Services) and SSMS (SQL Server Management Studio) to salesforce.

Application: Global Call Centre (GCC) - Deloitte
Technology: SFDC (Salesforce Dot Com)
Description:
Global Call Centre is a Lightning call centre application for one of the leading clients in cosmetics industry in which the employees were supposed to receive the calls from the customers and raise cases according to that. This application also contains email to case functionality in which cases can be created using the email sent to the particular customer care emails which was implemented by us, Web to case functionality(in which a customer can raise a case from a web page directly by entering the information about the complaint or case which was also implemented by us), Dashboards and wallboards which received data from external data sources using APIs.

Application Duration: July 2018 – February 2018
Team Size: 7 members
Role: Developer/ Admin
Responsibilities:
• Developing multiple Lightning components from scratch.
• Developing custom dashboards and wallboards from scratch which also includes integration from external data sources using SOAP and REST APIs.
• **Customized AppExchange products for client to remove the cost of the appexchange products with more functionalities which was used internally as well in Deloitte as an organization.**
• Responsible for developing modules from scratch and demonstrating them to clients.
• Also deployed many components using multiple tools like ANT Migration tool, Workbench and also change sets.
• Working in Triggers, Workflows/Approvals, SOSL and SOQL.

Application: International Pricing - Deloitte
Technology: SFDC (Salesforce Dot Com)
Description:
In this application, I was responsible for developing a module which included working in Pricebooks and Pricebook entries (CPQ).

Application Duration: February 2019 – March2019
Team Size: 1 member
Role: Developer/ Admin
Responsibilities:
• I have worked on implementing a new **functionality for cloning pricebook entries and pricebooks**.
• This functionality allows users to clone the pricebook according to the selected family of the products and also it clones the pricebook entries related to the cloned pricebook for all the CurrencyISOCodes.
• This functionality allows users to increase or decrease the prices in the pricebook entries just by entering the % of the price they want to increase or decrease for a single pricebook.
• This functionality allows users to round off the prices of the pricebook entries to the nearest 10, 100, 1000 etc..
• Responsible for developing this module from scratch and demonstrating them to clients.
• Interact with clients and understand their business needs with respect to technology and serve them better.

Application: United Rentals – Tredence Analytics
Domain: Rentals
Technologies: SFDC (Salesforce Dot Com)
Description:
United Rentals was used for renting equipment like Cranes, Bulldozers etc. by construction companies. The equipments were divided according to region, countries and areas.

Application Duration: January 2018 – June 2018
Team Size: 4 members
Role: Developer/ Admin
Responsibilities:
• Enhancements for currently deployed applications using Apex, Visualforce, JAVASCRIPT and JQuery.
• Worked on **PHP to develop scripts for integration** from multiple data sources with Salesforce.
• Worked on **Data manipulation, extraction using SOQL**.
• Working in Triggers, Workflows/Approvals, SOSL and SOQL.

Application: Front Door, Risk Model, Visitor Management System - TCS
Domain: Global Services Delivery, Physical Security
Technology: SFDC (Salesforce Dot Com)
Description:
Front Door :- The GSD Front Door is a salesforce application in Global Services Delivery is an easy-to-find, user friendly GSD front door tool, Which will provide a single location for GSD(Procurement, Staff Augmentation, Supplier management, Customer Relationship Management) requests, require relevant information to determine the proper workflow to support regulatory requirements, send automatic notifications to engage appropriate resources, and provide reporting to assist GSD in the governance and oversight of its process. This whole project used AGILE approach for development.

Risk Model: - It is a Supply Chain Risk Framework that determines the inherent risk of any function that may be fulfilled by a third-party supplier, and then evaluate how effective the controls in place help to mitigate that risk, ultimately arriving at a residual risk score. The Supply Chain Risk Model is a salesforce application in Global Services Delivery that serves the Enterprise requirement for Supply Chain Risk management. This whole project used AGILE approach for development.

Visitor Management System: - This application provides an interface and infrastructure for the employees on the organization to manage the security of the organization. This application keeps the record of the visitors like creating a visitor's pass and providing an ID to the pass to ensure the authorized entries in the organization. This whole project used AGILE approach for development.

Application Duration: February 2016 - June 2016 and January 2017 – January 2018
Team Size: 4 members
Role: Developer/ Admin

Responsibilities:
   • Enhancements for currently deployed applications using Apex, Visualforce, JAVASCRIPT and JQuery.
   • **Developing Visualforce page components and Apex Classes** in Salesforce.
   • Interact with clients and understand their business needs with respect to technology and serve them better.
   • Work closely with users\clients to ensure that our team meets their business requirements.
   • Resolve customer queries and assist them to proceed with Technology.
   • Working with Architects and SME's to provide better solutions to their business needs in terms of Salesforce.
   • Working in Triggers, Workflows/Approvals, SOSL and SOQL.