

# Aastha Sharma

## Senior Salesforce Developer

Complex problem-solver with analytical and driven mindset. Dedicated to achieving demanding development objectives according to tight schedules while producing impeccable code. I have 4+ years of experience in Salesforce Development. I have hands-on experience on Aura Components, LWC Components, Integration, Apex Triggers, Asynchronous Apex, and Community Cloud and Service Cloud.

## Work History

2022-04 -  
Current

### Salesforce Engineer

*Cohesity*

- Worked on Code refactoring and best practices for case object
- Worked on redesign of support portal
- Implemented Service Cloud and set up omni channel and skill based routing
- Developed LWC components for Support Portal.
- Help in implementing Experience Cloud
- Work on Integration with Netsuite CRM
- Used Email to Case, Web to Case features and case deflection form for Case Creation form.
- Worked on Process Builders, Flows and Approval Processes.
- Worked on Agile methodology and test driven deployment.

2020-10 -  
Current

### Developer Support Engineer

*Salesforce*

#### Project : Experience Cloud Support

Lightning Experience - Lightning Web Components & Aura, Modern Javascript, Apex(Synchronous and Asynchronous) Integration - REST/SOAP/Bulk API. Debugging/Troubleshooting Errors

#### Roles and Responsibilities:

- Assist third-party developers to troubleshoot their integration with salesforce.com APIs, Apex,

## Contact

### Phone

07807539171

### E-mail

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### LinkedIn

<https://www.linkedin.com/in/aasthestial/>

## Skills

LWC/Lightning

●●●●●  
Excellent

Salesforce.com  
Development

●●●●●  
Excellent

Integration

●●●●●  
Excellent

Visualforce

●●●●●  
Excellent

Apex

●●●●●  
Excellent

Flows

●●●●●  
Excellent

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

2018-06 -  
2020-10

## **Salesforce Developer**

*Grazitti Interactive*

### **Projects:**

#### **Cohesity — Idea Customization (06/2018 - 10/2020)**

Visualforce Pages, Apex Triggers, Apex Class, Reports and Dashboards Description: Customization of Idea object.

#### **Roles and Responsibilities:**

- Created custom post idea, idea classification ,idea detail pages. Associated Ideas with opportunities and accounts. Removed the standard salesforce vote and compute revenue based on the opportunities and accounts attached.

#### **Credit Karma — Migrating Zendesk to Salesforce (06/2018 - 10/2020)**

Customer community, Service Cloud

#### **Roles and Responsibilities:**

- Worked on Community Cloud. Developed Case Create Page, Create List pages, Search pages, Queue Assignment app, Setup the service console, CSS update, Detail page.

#### **Email to Case Advance — Managed Package enhancing basic E2C (06/2018 - 10/2020)**

- Created a managed package E2CA with various features.

#### **Roles and Responsibilities:**

- Created the configuration page for E2CA and worked on clean case comments, advance comment page which simultaneously allows to add a comment and send an email and canned comment functionality, how to handle emails from

non-customers, and forwarding by the sales rep.

## Education

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2014-08 -  
2018-06

### **B Tech: Computer Science**

*Jaypee University of Information Technology - Himachal Pradesh*

## Certifications

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Salesforce Certified Platform Developer 1

Salesforce Certified Administrator

Platform App Builder

Salesforce Certified Platform Developer 2

Experience Cloud Consultant

Salesforce Certified Javascript Developer

Service Cloud Consultant

Data Architect