

## Profile Summary

3X Certified Salesforce Developer with 4.7 years of experience in end-to-end development in Salesforce CRM- Sales/Service Cloud and Force.com platform, Communities Site. I worked closely with client managers, business analysts, software development, and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability, and performance.

## Certifications

- Salesforce Administrator
- Salesforce App builder
- Platform Developer 1

## Professional Experience

### Associate Software Developer,

*Speridian Technologies*

03/2021 – present | Bengaluru, India

### Software Developer, *TechNext Innovations*

06/2018 – 03/2021 | Bengaluru, India

## Education

### B.Tech Aeronautical Engineering, *Vel Tech Rangarajan Dr. Sagunthala R&D Institute of Science and Technology*

06/2014 – 05/2018 | Chennai, India

CGPA - 8.6

### Pre University College,

*St. Philomena PU College*

05/2012 – 04/2014 | Puttur, India

Percentage - 78.33

### SSLC, *St. Anthony's High school*

05/2011 – 04/2012 | Puttur, India

Percentage - 84.34

## Declaration

I, Shyam John hereby declare that the information given above is true to the best of my knowledge

Bengaluru, India

# Shyam John

## Salesforce Developer

✉ shyam.johnk@gmail.com ☎ 9632953747

📍 Bengaluru, India

## Skills

Flow, LWC, Aura, API Callouts, Apex Webservices, Batch Class, Schedule Class, Einstein Analytics, Einstein Bots, Embedded Service Deployment, Oauth Flows, Omni Channel.

## Projects

### Henry & Richard Bloch ( H&R Block ), CSP

03/2021 – present

- Created Agent workspace and customizable user interface for customer service Agent that offers various productivity tools and customer views.
- Created a Appointment Schedule Application using REST APIs for integration between Salesforce and on premise systems.
- Used Copado release management application for the deployment process.
- Created a Chatbot and embedded LWC for communication between the application and salesforce.

### Friesland, Customer Engagement

02/2020 – 03/2021

- Responsible for the design, development, and implementation of the business applications on the Service.
- Created a logger application using Nebula.

### Sarathi International,

*Salesforce Mobile Application*

11/2018 – 01/2021

- Developed the Mobile application for the product catalog using the VF page and SLDS.
- Implemented order process using Apex, Triggers, Process Builder, workflow, and Approval process.
- Experience working in Agile, Scrum methodology, and Test-driven development.