

Shipra Sahu

Software Engineer

Salesforce certified developer with 2+ Years of total Industrial Experience looking for new opportunities to use my skill set and to design and deliver optimal solutions addressing client requirements.



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EDUCATION

Bachelor of Engineering MITS Gwalior

08/2014 - 06/2018

Courses

- Information Technology - CGPA - 7.53

SKILLS

Apex Triggers

Lightning LWC

Process Builder,
Workflows

REST/SOAP API

SOQL, SOSL

Data Loader

VSCode, Eclipse, Source
Tree, GitHub

INTERESTS



Travelling



Reading



Music



Crafts

WORK SUMMARY

Salesforce Development :

- With 2+ years of progressive experience in Salesforce and working on two projects of extensive development, very well versed with the concepts of Salesforce Development, Lightning, Configurations and Customizations
- Worked on Sales Cloud, Service Cloud along with Community Cloud.
- Proficiency in following the Agile Methodology SDLC (Scrum Based) project implementation.
- Managed API integrations and web services. Familiar with Salesforce Integration – REST and SOAP APIs. Also worked on Salesforce Lightning Process Builder, Workflow Rules, Lightning UI/UX, app builder and creating Lightning Web Components, Triggers, Visual Force Pages
- Worked on APEX, REST API, Process Builders, Workflows, Configuration, Lightning components, customization, Integration
- Implement security model in SFDC using Profile, Sharing Rules, Organization Wide Default Sharing, Role Hierarchy, Permission Sets, and Apex Sharing.
- Have good knowledge of testing, deployment and code quality
- Appreciated by team and company with various recognitions

PROFESSIONAL EXPERIENCE

Application Development Analyst Salesforce Developer, Accenture

07/2020 - Present

Einstein Bot Implementation - Sky Germany

Achievements/Tasks

- Case Management with Digital Engagement and Messaging Chatbot creation and implementation.
- Build a Help Center Community as first line of support, to empower Web Prospects/Leads and Customers as well as internal users to find information and resolve their issues.
- Familiar with Einstein Bot functionality based on platform event integration.
- Created various Reports and Dashboards as per client's requirement and Setup Report Folders to authenticate users based on their profiles & permissions

Application Development Associate Salesforce Developer, Accenture

08/2018 - 06/2020

Recruiting Application Development - Adecco

Achievements/Tasks

- Worked on both Declarative and Programming Approach as full stack developer on Recruiting Application
- Build functionality based on Automation Rules, Apex Classes and Triggers, Lightning Component with Salesforce best practices
- Managed API Integrations and Web services, familiar with Salesforce Integration - REST/SOAP API
- Developed Lightning components, Controllers and UI Development using HTML, CSS, Automation Rules, PMD fixes, Light Web Components Involved in requirement gathering and development of Technical Design Document to meet the Client expectations.

CERTIFICATES

Salesforce Certified Platform Developer I

Salesforce Certified App Builder

Salesforce Certified Administrator(ADM201)

Copado Certified Administrator