

SHIVANG GUPTA

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SUMMARY

Salesforce developer with 3 years of experience in developing, testing, and deploying effective solutions. A strong communicator and a skilled researcher who identifies opportunities in a given arena. A supportive teammate and employee willing to go the extra mile to help others.

TECHNICAL SKILLS

Apex Class, Apex Triggers, Test Class, SOQL, Future Method, Batch Apex, Queueable Apex, Schedulable Apex, Lightning Web Component (LWC), Lightning Aura Components, REST API, Webservices, REST/HTTP CallOut, Objects, Fields & Relationships, Lightning Flows, Validation Rules, Custom Settings, Custom Metadata, Salesforce Security, Profiles, Permission Set, Org-Wide Default, Sharing Rules, GitHub, JIRA, ServiceNow, Troubleshooting, Debugging, HTML, CSS, JavaScript

PROFESSIONAL EXPERIENCE

Accenture

Application Development Analyst

Noida, India

Nov 2023 – Present

As a Salesforce Developer and Analyst, I specialize in enhancing and maintaining Salesforce applications, focusing on Apex Triggers, Classes, Lightning Components, and Flows. My role includes troubleshooting, resolving defects, and implementing new features to optimize performance.

Project : University of Oregon Foundation

Client - State of Oregon, USA

- UOF is a charitable trust in the USA which receives gifts as a donation.
- Developed custom Salesforce functionality to streamline donation tracking and management for a charitable organization, enhancing operational efficiency and donor engagement.
- Built Lightning Web Components (LWCs) for a seamless user interface, crafted Apex triggers to automate key processes, and configured validation rules to ensure data accuracy across donation records.
- Enabled real-time insights into donor contributions, simplified data entry for fundraising staff, and supported better engagement strategies for donor retention.
- Leveraged Salesforce core technologies, including Apex, LWC, flows, and custom objects, alongside declarative tools, to create a secure and scalable solution

Project : City of Phoenix

Client - State of Arizona, USA

- Worked as a team member to provide development solutions to the business.
- Create a REST API web service to sync the data from Genesys to Salesforce.
- Hands-on experience in complex solutions using Lightning components and Apex

Wissen Infotech

Junior Software Engineer

Bengaluru, India

Oct 2021 – Nov 2023

As a Salesforce Developer at Wissen, I implemented and refined solutions such as Lightning Flows, Validation Rules, REST Callouts, and Formula Fields to automate complex processes. These efforts enhanced operational accuracy, enabled seamless integrations, and reduced manual intervention.

Project : China Localization Project

Client - Schneider Electric, Germany

- Developed a Service Cloud solution to manage Cases and related objects while ensuring data security up to L2 level in Neo CRM.
- Implemented asynchronous REST Callouts for Case de-escalation and synchronization with Neo CRM.

- Automated REST Callouts to sync data with Neo CRM when a user accepts a Case in Salesforce.
- Delivered functionality to synchronize files and documents related to Cases and their associated objects with Neo CRM.
- Enabled a Case Recall Process with a sync button and warning messages using Lightning Web Components.

Project : M&A Hudson

Client - Schneider Electric, Germany

- Worked as a team member to create a replica of an existing project model based on customer's requirements.
- Performed deployment of all types of metadata using Workbench by creating package.xml and SFDX from VS Code.
- Worked on Pearl script to delete unnecessary managed package components from the local repository.
- Worked on the tickets to fix the issues in Apex Classes, Apex Triggers, Aura Components and Lightning Web Components tested by the business team

EDUCATION

Graphic Era University, Dehradun, Uttarakhand
Electronics & Communication Engineering

2011-2015
B.Tech

CERTIFICATIONS

1. Salesforce Certified Platform Developer 1
2. Salesforce Certified JavaScript Developer
3. Salesforce Certified Administrator
4. Salesforce Certified App Builder
5. Salesforce Certified AI Associate
6. Salesforce Certified Associate

AWARDS

Client Value Creation Award

Accenture

LANGUAGES: English, Hindi