

# BHAVYASHREE SHETTY R

## Salesforce Developer & Administrator

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## SUMMARY

Dedicated and results-oriented Salesforce Developer with a proven track record of leveraging the Salesforce platform to drive business success. Offering extensive expertise in CPQ (Configure, Price, Quote), Lightning Web Components (LWC), Apex development, Triggers, Flows, and process automations. Possessing a deep understanding of Salesforce architecture and a commitment to delivering innovative solutions that align with organizational objectives.

## EXPERIENCE

### Salesforce Developer and Administrator

#### Marlabs Innovation Pvt LTD

06/2021 - 08/2023 Bangalore, India

Software Company

- Worked on various salesforce.com standard objects like accounts, opportunities, leads, campaign, events, tasks, contacts, cases, reports and dashboards.
- Familiarity with Lightning Web Components, enabling the creation of modern, responsive, and user-friendly interfaces within Salesforce
- Utilizing Salesforce's approval processes and workflow rules to automate and optimize existing business processes, ensuring efficiency and accuracy.
- Data modeling including the implementation of picklists, dependent picklists, lookups, and master-detail relationships, to create custom objects tailored to the organization's specific needs.
- Implemented validation rules and formula fields to maintain data accuracy and consistency, ensuring that only clean and relevant data is stored within Salesforce.
- Worked on complex customization tasks such as field dependencies, State-Country pick list values, and Roll-Up Summary fields, providing users with a seamless and intuitive experience while working with data.
- Proficient in managing user profiles, roles, and permission sets to control data access and system functionality at both the profile and record levels, ensuring data security and compliance.
- Experience in CPQ, facilitating the configuration, pricing, and quoting of products and services, enabling streamlined sales processes.

### Salesforce Training Time On HFS

#### Have Fun Solving

06/2021 - 08/2021 Bangalore, India

Salesforce Training.

- Implemented case management automation (on case object) to track and solve customers issues.
- Implemented web-to-case entry and manual case entry page for entering the customers cases.
- Created visual force pages that could be rendered as PDFs, build dashboard components and define email templates.
- Maintained an e-mail to case system with auto notifications sent to users when a case is generated for their respective departments.

## PROJECTS & TOOLS

### Salesforce Projects Worked So Far

Panasonic Project

Merck Project

Starr Project

Calyx Project

Bungee Project

### Tools

VS Code

GitHub

Eclipse IDE Plug-in

Data Loader

## SOFT SKILLS

Communicator

Thinker

Innovator

Collaborator

Intuitive

## CERTIFICATIONS



### "Salesforce Platform APP Builder Certification"

Salesforce Platform



### "Java Full Stack Development Course"

JSPIDERS

## EDUCATION

### Bachelors Engineering (Computer Science and Engineering)

Kalpataru Institute Of Technology

2020 Tiptur, Karnataka

GPA  
6.0 / 10.0

### PUC

Govt. Pre University College

2015 Sagara, Karnataka

GPA  
7.0 / 10.0

### SSLC

Morarji Desai Model Residential School

2013 Gajanur, Shivamogga

GPA  
8.6 / 10.0

## PROJECTS

### Bungee

📅 04/2023 - 08/2023 📍 Bangalore

Request For Proposal

- Bungee Project involved various Salesforce development tasks to enhance system functionality and efficiency.
- Created Lightning Web Components to improve the user interface and user experience.
- Utilized modern web development techniques for responsive and dynamic front-end elements.
- Developed custom Apex classes to implement business logic and automate processes.
- Apex classes likely integrated with other Salesforce features and components.
- Implemented validation rules to ensure data accuracy and consistency.
- Created custom objects and fields to store specific data relevant to the project.
- Established lookup relationships between objects to connect related data.
- Ensured data integrity and allowed for efficient data retrieval and reporting.
- Created Salesforce Flows to automate email generation and distribution.
- Configured permission sets to manage user access to various parts of the Salesforce system.
- Developed test classes to verify the functionality of custom Apex classes.

### Starr Project

📅 05/2022 - 03/2023 📍 Bangalore

Merging of 2 Complex Orgs

- Led a complex org merge project involving two Salesforce orgs with over 5000 unique users.
- Addressed the challenges of merging overlapping and independent processes from both orgs.
- Ensured data integrity and consistency throughout the merge process.
- Defined relationships between fields, ensuring that certain fields were only visible or required based on the selections made in other fields.
- Created custom reports tailored to the specific needs and objectives of Starr Insurance.
- Developed comprehensive test classes to validate the functionality of custom Apex classes and triggers.
- Achieved high code coverage to meet Salesforce best practices and deployment requirements.

### Panasonic India

📅 09/2021 - 04/2022 📍 Bangalore

Digital Transformation

- A Digital Transformation Process on Sales and Service. This is one of the biggest Salesforce Implementation in India with more than 6 Business Lines. Sales Cloud, Service Cloud and FSL implementation.
- The Panasonic Project involved enhancing reporting and data visualization capabilities within the Salesforce environment.
- Created custom reports to extract meaningful insights from Salesforce data.
- Designed and developed interactive dashboards to visualize data trends and key performance indicators (KPIs).
- Analyzed business requirements to identify the key metrics and data points to be included in reports and dashboards.
- Developed comprehensive test classes to validate the functionality of custom Apex classes.
- Ensured that Apex code changes did not introduce defects or regressions in the system.
- Achieved a high level of code coverage in the test classes to meet Salesforce best practices and deployment requirements.
- Conducted performance testing and optimization to ensure that reports and dashboards delivered data efficiently, even with large datasets.

## STRENGTHS



### PROGRAMMING LANGUAGES

Core JAVA

Salesforce : LWC, CPQ, Triggers, Apex.



### DATABASE LANGUAGES

SOQL, SQL



### DESIGNING

HTML, CSS, JavaScript