



DEEPA NARASIMHA

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SUMMARY: Experienced IT professional with an experience of 7 years in the Software industry - Salesforce domain. Recognised for Debugging, Quality Deliverables, Innovation, Enthusiasm to upskill and Proactiveness. I am currently pursuing my Masters in University of Limerick and am actively looking for a Salesforce Developer role.

PROFESSIONAL EXPERIENCE:

Salesforce, India

Nov, 2021 - Aug, 2023

Role: Software Engineering MTS ; Project - Trailhead Help

- Design, develop and test solutions in LWCs based on the requirements provided by stakeholders to enhance a website named Trailhead Help which is a learning platform hosted by Salesforce.
- Implement solutions by keeping Accessibility standards in focus.
- Integrate and Deploy them using CI/CD using Github Actions and Circle CI.
- Build Analytics reports using Heroku, PostgreSQL, Tableau.
- Come up with innovative ideas that emphasize Customer Experience on Service Cloud and Experience Cloud.
- Work in a Scrum team and follow an Agile Delivery model.

Google Operations Center, India

Sep, 2020 - Nov, 2021

Role: Tech Process Specialist ; Project - Tomo

- This role is a combination of being a System Administrator and a Developer, to build new features as needed on Salesforce platform.
- It includes implementing automations on the org using Flow Builder to support business requirements and troubleshooting any issues with the existing code base in Apex, Lightning Components.
- Meeting with Stakeholders to understand complex requirements and build it through Low Code or LWCs where applicable.

Salesforce, India

Nov, 2016 - Sep 2020

Role: Senior Application Support Engineer ; Project - Trailhead Application

- This involved assisting any Trailblazers who encountered issues when working on Superbadges, Developer modules and projects.
- Testing and enhancing the validation scripts in Ruby, that run for the Hands-on-Challenges.
- Troubleshooting issues encountered on the managed package “Trail Tracker” and assisting with any new custom functionality that works in conjunction with it.

Role: Developer Support Engineer

- Assisted 3rd-party developers to troubleshoot their integration with Salesforce APIs and implementation of other Salesforce developer products. This involved debugging, troubleshooting and taking responsibility to see that the issue is fully resolved.
- Write code as needed and provide feature explanation along with coding best practices.
- Create knowledge base materials dedicated towards operational efficiency while also empowering and enabling the developer community.

EDUCATION:

<i>Course</i>	<i>University, City</i>	<i>Aggregate</i>	<i>Start Date - End Date</i>
Bachelors in Computer Science,	GRIET, India	72.5%	Sep 2012 - May 2016
Masters in Software Engineering	University of Limerick	3.4 GPA	Sep 2023 - Pursuing

CERTIFICATIONS:

- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Data Architect
- Salesforce Certified Application Architect
- Salesforce Certified Platform Developer II

TECHNICAL SKILLS:

Computer Languages: Apex, Java, SOQL, Ruby, Python, Go

Web Scripting Languages: HTML, Javascript, Aura Framework, Lightning Web Component Framework(LWCs)

ACHIEVEMENTS/CO-CURRICULAR:

- 200 + badges on Trailhead
- Completed the “Modern JavaScript from the Beginning” by Udemy

COMMUNITY INVOLVEMENT:

- Active member of Salesforce StackExchange and Trailblazer Community.
- Volunteered for UL Global as an Ambassador.
- Member of Creative Crew in Student Life at UL.