

PRAFUL WANJARI

Salesforce Developer

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PROFESSIONAL SUMMARY

Salesforce Developer with 3 years of hands-on experience specializing in Lightning Web Components, Apex development, and declarative solutions. Proven track record in building scalable event management applications with advanced automation and custom functionality. Expertise in full development lifecycle including requirements analysis, solution design, implementation, testing, and deployment using Agile methodologies.

TECHNICAL SKILLS

Salesforce:

- Salesforce CRM, Lightning Experience, Lightning Web Components (LWC), Apex, Triggers, SOQL, SOSL
- Batch Apex, Schedulable Apex, Test Classes, Governor Limits, Bulkified Apex
- Lightning Flows, Process Builder, Workflow Rules, Custom Objects
- Validation Rules, Security Models, Custom Metadata, Agentforce, AI Agents

Development:

- Synchronous/Asynchronous Apex, REST/SOAP APIs
- Force.com Configuration, Integration Patterns, Java

Tools:

- VS Code, Data Loader, Workbench, Salesforce CLI.

Languages:

- Apex, JavaScript, HTML, CSS, SOQL, Java

Methodologies:

- Agile Development, Test-Driven Development, Code Reviews, CI/CD

PROFESSIONAL EXPERIENCE

Salesforce Consultant

Oct 2022 – Present

Softtech Cloud Technologies Pvt Ltd, Pune, Maharashtra, India

- Architected and developed comprehensive event management solution (MAX FIT) handling custom objects including Events, Organizers, Attendees, Speakers, and Locations with complex many-to-many relationships
- Engineered Lightning Web Components for community portal enabling attendees to register, manage profiles, and view event schedules, improving user engagement by streamlining event participation workflow
- Designed and implemented Apex Triggers with robust error handling and bulkified logic to automate business processes including attendee notifications, capacity management, and speaker scheduling
- Developed Batch Apex classes and schedulable jobs to process large data volumes for automated email campaigns and event reminders, optimizing system performance
- Created custom Visualforce pages with advanced search functionality and validation rules to meet specific business requirements not achievable through standard Lightning components
- Built integration solutions using REST APIs to synchronize event data with external systems, ensuring real-time data consistency across platforms
- Implemented comprehensive security model with profiles, permission sets, and sharing rules ensuring proper data access control across organizational hierarchy
- Authored test classes achieving 95% + code coverage, ensuring code quality and deployment readiness
- Collaborated in Agile/Scrum environment participating in daily standups, sprint planning, and retrospectives with 6-member development team
- Conducted technical assessments translating business requirements into technical specifications and designing scalable Salesforce solutions aligned with best practices

KEY PROJECTS

- **MAX FIT Event Management System** — LWC, Apex, REST API

- **Overview:** Salesforce-based centralized event management platform that streamlines the complete event lifecycle from scheduling and registration to execution and reporting, replacing manual spreadsheet-based coordination.
- **Core Functionality:** Enables event creation and scheduling, attendee registration and tracking, speaker assignments, venue logistics management, event capacity control, and post-event analytics generation
- **Key Features:** Automated workflows that reduce manual processing time by 40% through Process Builder and Lightning Flows; implemented custom reporting dashboards that provide real-time information on event metrics and attendance analytics
- **Business Impact:** Centralized attendee information, speaker assignments, organizer coordination, and event locations into unified platform eliminating fragmented data management
- **SMART CASE Management System** — *Flow, Apex, LWC, REST API*
 - **Overview:** Salesforce-based intelligent case management system designed to automate customer support processes, streamlining case lifecycle from creation and assignment to resolution and reporting, replacing manual ticket handling.
 - **Core Functionality:** Enables multi-channel case creation (Email-to-Case, Web-to-Case, API), automated case classification and prioritization, intelligent routing using assignment rules and Omni-Channel, SLA tracking with escalation, and real-time case monitoring.
 - **Key Features:** Implemented Lightning Flows for automation of case lifecycle and business logic; developed Apex Triggers for advanced scenarios like duplicate case detection and custom prioritization; integrated Omni-Channel Routing for workload-based case distribution; built LWC components for enhanced UI/UX; enabled REST API integrations for external system connectivity; utilized Knowledge Base for faster issue resolution; incorporated Einstein AI for case classification and sentiment analysis.
 - **Business Impact:** Reduced manual case handling effort by 30–40% through automation; improved case resolution time by 25%; enhanced SLA compliance and agent productivity through intelligent routing and prioritization; provided real-time insights using Reports and Dashboards for better decision-making.
- **BNSF Lead Search Optimization** — *Salesforce LWC, Apex*
 - **Overview:** Developed advanced lead search interface streamlining lead lookup process for sales team, replacing slow manual search and reducing navigation overhead
 - **Core Functionality:** Enabled single-screen intelligent lead search supporting free-text keyword matching (name, email, phone) with dynamic filters including Lead Status, Owner, and Created Date ranges
 - **Key Features:** Built custom Lightning Web Component with real-time search updates using imperative Apex calls; implemented input debounce to minimize server load and avoid excessive SOQL execution; added dynamic filtering, pagination, caching, spinner, and error handling for improved usability; optimized search queries with selective fields and conditional SOQL
 - **Technical Implementation:** LWC captured user input and filter events, issuing Apex calls only after debounce interval; backend Apex handled dynamic query construction with parameters for search text, status, ownerId, and date range; pagination managed client-side for scalable rendering; refreshApex used to refresh query results without page reload
 - **Business Impact:** Reduced lead lookup time by 60% and boosted sales team productivity through fast, centralized, filter-driven search capabilities, eliminating multi-screen navigation and manual filtering

EDUCATION

Bachelor of Engineering in Electrical Engineering

August 2019

Priyadarshini Institute of Engineering and Technology, Nagpur, Maharashtra

CERTIFICATIONS

- **Salesforce Certified Platform Developer I**
- **Salesforce Agentforce Specialist**
- **Salesforce Certified Platform Foundation**
- **Salesforce Certified Associate**

ADDITIONAL INFORMATION

Languages: Marathi, Hindi, English (Fluent)