Sourav Dash

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SUMMARY:

Salesforce Developer with 1.4 years of experience in Apex and Lightning Web Components, proficient in HTML, CSS, JavaScript, and React.js. Passionate about frontend development and eager to transition into a dedicated Frontend Developer role. Bringing a strong foundation in frontend technologies to create seamless user experiences.

TECHNICAL SKILLS:

- **Frontend** - JavaScript, React JS, HTML, CSS,
- **Salesforce** - LWC, Apex
- **Database** - mySql, SOQL
- **Tools & Platform** - VS code, GitHub, Agile/Scrum Methodologies

EXPERIENCE

SmartHome Community Portal - Junior Developer
Avenoir Technologies Pvt. Ltd JUL 2023 - PRESENT
Description:
The company is known for its innovative products that integrate seamlessly into everyday life. The company specializes in creating smart home solutions including automated lighting, security systems, and IoT devices designed to enhance the comfort and efficiency of home living. The SmartHome Community Portal is a Salesforce Experience Cloud project aimed at building an interactive online community for customers. The portal will serve as a hub for customer support, product discussions, and sharing of smart home tips and tricks.
Key Deliverables:
● Interacted and communicated with the client to understand the business requirements
● Developed custom LWC for interactive features like product showcases, and user-generated content galleries.
● Implemented LWC to create a dynamic and responsive user interface for the community portal, ensuring an engaging user experience.
● Created Apex classes and triggers for backend data processing, such as customer feedback analysis, product usage statistics, and community engagement metrics.
● Developed Apex services for custom functionality like personalized product recommendations based on user activity within the community.
● Utilized Flow to automate common community processes like new member onboarding, content moderation workflows, and escalation of support cases.
● Configured omnichannel routing to manage and automate customer service interactions, ensuring timely responses and efficient resolution of issues.
● Customized the community's look and feel to align with the company's brand identity, using LWC for a modern and intuitive design.

EDUCATION:

Bachelor of Technology in Manufacturing Engineering And Technology (CIPET, 7.89 CGPA)