Chinmaya Kumar Hada

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Professional Summary

Salesforce Developer with 2+ years of experience designing, developing, and customizing Salesforce applications using Apex, Lightning Web Components (LWC), Flows, and SOQL/SOSL. Experienced in Sales Cloud, Service Cloud, and Agentforce with expertise in process automation, integrations, and custom application development. Strong understanding of Salesforce security, deployment, and delivering scalable business solutions.

Core Skills

Apex (Triggers, Batch, Queueable) • Lightning Web Components (LWC) • Visualforce • SOQL/SOSL • Salesforce Flows • Sales Cloud • Service Cloud • Experience Cloud • Agentforce • SFDX • Custom Metadata • Custom Settings • Test Classes • Deployment (Change Sets) • Profiles & Permission Sets • Role Hierarchy • Sharing Rules • Field-Level Security • Validation Rules • Data Loader • Workbench • Java • SQL • JavaScript • HTML5/CSS3

Technical Skills

Salesforce Administration: Custom objects and fields, record types, page layouts, Sales Cloud and Service Cloud configuration, Flow automation (record-triggered, screen, scheduled), approval processes, validation rules, reports and dashboards, role hierarchy, profiles, permission sets, sharing rules, field-level security, and data access management.

Salesforce Development: Apex (Triggers, Batch, Queueable), Lightning Web Components (LWC), Visualforce, SOQL/SOSL, Experience Cloud, Custom Metadata Types, Custom Settings, Test Classes with unit testing, and SFDX-based deployments using Change Sets.

Agentforce & AI: Agentforce configuration and deployment, Agentforce Vibes (conversational AI tone and persona setup), Headless 360 (unified customer profile and headless commerce integration), Omni-Channel routing, skill-based assignment, and AI-powered case summarization.

Tools & Languages: Java, SQL, Apex, HTML5, CSS3, JavaScript, VS Code, Salesforce CLI, Data Loader, Workbench, Eclipse, Git

Experience

Salesforce Developer February 2024 – Present
KrazyTech Business Solution *Remote*

- **HR & Sales Portal:** Dual-module Salesforce portal where the **Sales team** manages lead creation, lead qualification, and conversion of prospects into customers with automated opportunity tracking; and the **HR team** handles job requisition creation, candidate sourcing, vendor and agency onboarding, interview scheduling, feedback collection, and offer approvals across the full recruitment lifecycle.
  - Engineered LWC components for sales lead management, candidate submission forms, and recruiter dashboards, improving pipeline visibility for a 15-member sales and HR team
  - Streamlined lead conversion with custom LWC screens and Screen Flow-driven job requisition creation and multi-step interview scheduling, cutting manual data entry by roughly 30%
  - Implemented Apex batch jobs for turnaround-time (TAT) tracking and recruiter auto-assignment, cutting manual candidate-routing effort by nearly 35%
  - Accelerated approval processes for offer letters, job requisitions, and candidate status changes with automatic email notifications, shortening average approval cycle time by around 25%
  - Configured profiles, permission sets, sharing rules, and duplicate-matching logic, improving data accuracy across 1,000+ candidate and lead records
- **Retail Sales App:** Mobile-friendly field sales application for sales reps to manage daily retailer visits, order booking, attendance, and distributor coordination in real time.
  - Developed LWC mobile UI for GPS-based check-in/check-out, order placement, and retailer feedback capture, supporting a field team of 20+ sales representatives
  - Optimized order processing and stock allocation through Apex triggers, cutting manual order-entry errors by close to 20%
  - Delivered dashboards for visit coverage, order volumes, and field rep performance, giving managers real-time visibility into daily retailer visits
- **Service Cloud with Agentforce:** Implemented Service Cloud with Agentforce to streamline support for both internal staff and customer-facing service teams – enabling case creation, AI-assisted resolution via Knowledge Articles, and automated follow-ups.
  - Configured case creation, assignment rules, and Omni-Channel routing to distribute 100+ cases weekly across support queues
  - Integrated Agentforce to auto-suggest relevant Knowledge Articles and recommended responses, cutting average case resolution time by nearly 30%
  - Built Flows and Apex triggers for case escalation and automatic closure notifications, improving on-time case closure by roughly 25%
  - Built dashboards tracking case volume, resolution rates, and Knowledge Article usage for support leadership

Education

Gandhi Institute of Excellent and Technocrats Bhubaneswar, Odisha
Master of Computer Applications (MCA) *2022 – 2024*
Utkal University Bhubaneswar, Odisha
Bachelor of Science in Mathematics *2019 – 2022*

Certifications

Agentforce Specialist December 2025
Salesforce
AI Associate February 2025
Salesforce