

Himanshu Shekhar

Salesforce Architect & Developer · 17x Certified (16 Salesforce + 1 AWS)

PROFESSIONAL SUMMARY

Salesforce Architect with **7+ years** of experience designing and delivering enterprise-grade CRM solutions. **17x Certified (16 Salesforce + 1 AWS)**, holding both Salesforce capstone credentials, **System Architect** and **Application Architect**, along with Integration, Data, Identity & Access Management, Development Lifecycle & Deployment, and Sharing & Visibility Architect, Agentforce Specialist, and AWS Certified Developer – Associate. Successfully published **3 AppExchange applications** with ISV security certification. Proven track record of **100+ project deliveries** and **20,000+ hours** of hands-on development across Sales Cloud, Service Cloud, CPQ, Marketing Cloud, and Financial Services Cloud. Specialized in complex system integrations, CTI implementations, Agentforce, and DevOps automation.

7+ Years Experience	17x Certified	100+ Projects	3 Apps Published	20,000+ Hours
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TECHNICAL EXPERTISE

Salesforce Development	Apex, LWC, Aura, Visualforce, Flow Builder, Triggers, SOQL/SOSL, Batch & Queueable Apex
Clouds & Products	Sales Cloud, Service Cloud, Experience Cloud, Marketing Cloud, CPQ, Billing, FSC, NPSP
Architecture & AI	Solution & System Architecture, Identity & Access Management, Data Architecture, Agentforce, Einstein
Integration & APIs	REST/SOAP APIs, MuleSoft, Named Credentials, OAuth 2.0, Platform Events, Stripe, DocuSign, AWS
CTI & Telephony	Amazon Connect, RingCentral, 8x8, Service Cloud Voice, IVR, Omni-Channel
DevOps & Tooling	Git, GitLab CI/CD, Salesforce DX, Copado, VS Code, Jest, Apex PMD, Data Loader

PROFESSIONAL EXPERIENCE

Salesforce Solution Architect & Developer • CURRENT

AQBEE Innovations Private Limited | Noida, India

March 2024 – Present

- Lead architecture design and technical delivery for enterprise Salesforce implementations
- Design and implement complex integrations with ERPs, payment gateways, and external systems
- Implement CTI solutions using Amazon Connect and Service Cloud Voice
- Establish CI/CD pipelines with GitLab and Salesforce DX for automated deployments
- Conduct code reviews and mentor development teams on Salesforce best practices

Salesforce Technical Lead

Cloudsheer Consulting | Remote

August 2022 – March 2024

- Led cross-functional teams of 4-6 developers on Marketing Cloud, Pardot, and CPQ projects
- Architected end-to-end solutions for clients in energy, manufacturing, and financial services
- Implemented Salesforce CPQ with complex pricing rules and multi-level approval workflows
- Managed client relationships and translated business requirements into technical specs
- Mentored junior developers on Apex, LWC, and integration design patterns

Senior Salesforce Developer

Kcloud Technologies | India

August 2020 – August 2022

- Developed and published 3 AppExchange managed packages with ISV security certification
- Implemented License Management App (LMA) for package licensing and subscriber management
- Built advanced Lightning Web Components for enterprise customer requirements

Salesforce Developer
Kcloud Technologies | India

May 2019 – August 2020

- Developed Apex triggers, batch jobs, and Lightning components for client projects
- Built REST/SOAP API integrations with external platforms
- Created automated workflows, approval processes, and data migration solutions

Java Developer
NASSCOM | India

June 2018 – January 2019

- Developed 'InAppChat' – real-time chat application using Java Swing and socket programming
- Implemented multi-threaded server architecture for handling concurrent client connections
- Built robust error handling and I/O operations management

Salesforce Administrator / Developer
AlmaMate Info Tech | India

January 2019 – April 2019

- Configured Salesforce CRM for sales and service operations
- Developed Apex triggers and Visualforce pages for custom functionality
- Managed security model including profiles, permission sets, and sharing rules

C/C++ Developer
NIIT Limited | India

September 2017 – June 2018

- Developed C/C++ applications with focus on performance optimization
- Implemented algorithms, data structures, and memory management techniques
- Built foundational programming skills for software development career

CERTIFICATIONS · 17X (16 SALESFORCE + 1 AWS)

SALESFORCE ARCHITECT

System Architect	Sep 2026	Application Architect	Jul 2023
Integration Architect	Sep 2026	Data Architect	Jul 2023
Identity & Access Mgmt Architect	Sep 2026	Sharing & Visibility Architect	May 2023
Dev Lifecycle & Deployment Architect	Aug 2026		

AGENTFORCE · DEVELOPER · PLATFORM

Agentforce Sales Consultant	Sep 2026	Platform Developer II	Aug 2020
Agentforce Specialist	Aug 2026	Platform Developer I	Jul 2020
B2C Commerce Developer	Jul 2023	Platform Administrator	Jul 2022
JavaScript Developer	Jul 2022	Platform App Builder	Jul 2022
Platform Foundations	Aug 2024		

AWS

AWS Certified Developer – Associate	Sep 2026	Valid through Sep 2029
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Verify: salesforce.com/trailblazer/shekharh500 (Salesforce) ♦ credly.com/users/shekharh500 (AWS)

KEY PROJECTS

Energy Sector Platform – CPQ & Billing Implementation

Salesforce CPQ, MuleSoft, WooCommerce, LWC, Apex

- Implemented comprehensive CPQ and Billing solution for energy supply operations
- Integrated with MuleSoft middleware and WooCommerce e-commerce platform
- Designed dynamic pricing models with usage-tier based calculations
- Successfully deployed to 3,500+ agent users and 240+ operations users

Roofing Operations – Service Cloud Voice

Amazon Connect, Service Cloud Voice, Twilio, Experience Cloud

- Implemented Service Cloud Voice with Amazon Connect CTI integration
- Built 2 Experience Cloud portals for customers and contractor management
- Enabled 100% call recording compliance with real-time transcription
- Achieved 40% reduction in average handle time

Nonprofit Fundraising – NPSP Implementation

NPSP, Experience Cloud, Zapier, Funraisin, JustGiving

- Implemented NPSP with custom donation management workflows
- Integrated 4 external fundraising platforms via Zapier automation
- Built donor community portals with self-service capabilities
- Automated donation reconciliation with 360° donor visibility

Manufacturing – CPQ Quote Automation

Salesforce CPQ, ERP Integration, Apex, Flow Builder

- Automated complex product configuration and pricing rules
- Built custom approval workflows with multi-level routing
- Integrated with legacy ERP for real-time inventory validation
- Achieved 70% faster quote generation and 25% revenue increase

Loan Processing – Financial Services Cloud

FSC, Flow Builder, Apex, DocuSign Integration

- Customized FSC with loan-specific objects and business processes
- Implemented automated underwriting and approval workflows
- Integrated DocuSign for seamless electronic signature capture
- Reduced manual processing by 80% and approval time by 60%

Sales Engagement – High Velocity Sales

HVS, Sales Cadences, Einstein Lead Scoring, Apex

- Configured automated sales cadences and email sequences
- Implemented Einstein Lead Scoring for intelligent prioritization
- Built automated task creation based on engagement signals
- Achieved 40% improvement in sales team productivity

Enterprise DevOps – CI/CD Pipeline

GitLab CI/CD, SFDX, Apex PMD, Jest, Scratch Orgs

- Established enterprise-grade CI/CD pipelines for Salesforce development
- Implemented automated testing, static code analysis, and quality gates
- Reduced deployment time from 2-3 hours to 15 minutes
- Achieved 70% reduction in production deployment issues

Real Estate Contact Center – Service Cloud Voice

Amazon Connect, LWC, Einstein Analytics

- Deployed Service Cloud Voice for property inquiry management
- Built custom screen-pop components displaying caller history
- Implemented lead scoring based on call engagement metrics
- Increased lead conversion by 40%, became top revenue channel

CPQ & Billing System Recovery

Salesforce CPQ, Billing, Stripe Elements, LWC

- Audited and resolved 47 critical configuration issues
- Rebuilt pricing rules with proper evaluation sequencing
- Implemented custom Stripe Elements payment integration
- Achieved 100% invoice accuracy with complete documentation

Flow Architecture Optimization

Flow Builder, Invocable Apex, LWC

- Redesigned complex 200+ element Screen Flow architecture
- Identified and eliminated 40% redundant flow paths
- Created modular sub-flow design for improved maintainability
- Reduced user completion time from 12 minutes to 3 minutes

APPEXCHANGE PUBLICATIONS

- Published 3 managed packages on Salesforce AppExchange marketplace
- Successfully completed ISV security review for all applications
- Applications focus on bulk SMS messaging and communication automation
- Implemented License Management App (LMA) for subscriber management
- Actively maintaining and supporting customers across industries

OPEN-SOURCE CONTRIBUTIONS

- **Multi-ICS Calendar Sync** – Synchronize multiple ICS calendar feeds to Google Calendar
- Available on GitHub: github.com/shekharh500/multi-ics-calendar-sync

CLIENT TESTIMONIALS

"One of the hidden treasures in the Salesforce Ecosystem. Tremendous improvement to our development process."

— DevOps Client

"Patient approach and deep CPQ knowledge were critical for our unique customization challenge."

— CPQ Client

"After a bad experience with another freelancer, Himanshu turned things around quickly. One of the best."

— High Tech Client

"Very responsible, quick, and efficient. Will definitely work with him again. Recommended!"

— Apex Client

"Outstanding developer! Highly skilled, detail-oriented, delivers quality work on time."

— Enterprise Client

"Project went from being blocked to becoming highest revenue-generating part of the company."

— Real Estate Client

"Game-changer. Superb technical knowledge with a knack for simplifying complex issues."

— Flow Architecture Client

EDUCATION

- **Bachelor of Technology (B.Tech)** – Computer Science
- Coursework: Data Structures, Algorithms, Database Management, OOP, Software Engineering, Networks