

# YASH PALKANDWAR

+91-8010923776 | Nagpur, India  
ypalkandwar@gmail.com | linkedin.com/in/yashpalkandwar

## OBJECTIVE

Salesforce Certified Platform Developer I with 4 months of hands-on training in Apex, Lightning Web Components, Flows, and Salesforce Administration, seeking a Salesforce Trainee/Developer role with long-term growth opportunities to deliver custom solutions and business value while continuously learning within the Salesforce ecosystem.

## EDUCATION

**Bachelor of Technology in Computer Science** Dec 2021 - Jun 2025  
G.H. Rasoni College of Engineering (GHRCE), Nagpur  
CGPA: 8.95/10.0

**Higher Secondary Certificate (HSC)** Feb 2020  
Major Hemant Jakate Vidyaniketan  
Grade: 68.62%

**Secondary School Examination** Jun 2018  
E Pathshala  
Grade: 75%

## CERTIFICATION

**Salesforce Certified Platform Developer I** 2025  
Credential ID: 6617233

## SKILLS

**Salesforce:** Apex, Lightning Web Components (LWC), Flows, Salesforce Admin  
**Programming:** Java, Python, JavaScript, SQL, SOQL, HTML, CSS  
**Frameworks:** Bootstrap, Express.js  
**Soft Skills:** Problem-Solving, Adaptability, Teamwork, Communication, Active Listening

## EXPERIENCE

**Full Stack Developer Intern** Dec 2024 - May 2025  
Align Infotech

- Developed and maintained responsive web applications using HTML, CSS, JavaScript, and Bootstrap, ensuring cross-browser compatibility and mobile responsiveness.
- Contributed to the SS Career Counseling project by building user-friendly interfaces and dynamic pages using modern frontend practices.
- Collaborated with team members to deliver clean, maintainable code and enhance overall user experience.

## PROJECTS

### ServiceDesk Ticketing Application (Salesforce)

- Developed an advanced IT ServiceDesk platform with technician auto-assignment, team queues, and multi-level support (L1-L2-L3).
- Implemented scalable architecture using Flows, assignment logic, and scheduled automation for escalation rules.
- Created dashboards tracking SLA breaches, technician workload, and resolution metrics to improve operational efficiency.

### Expense Tracker (Salesforce)

- Built a comprehensive expense management system enabling users to submit expenses, obtain approvals, and track reimbursement status.
- Designed custom objects for Expenses, Categories, and Approvals with automated workflows and email notifications.

- Implemented auto-categorization logic using Flows and Apex with validation rules and monthly summary reports.

### **IT Ticket Management System (Salesforce)**

- Designed and implemented a custom IT ticketing application for internal issue tracking and resolution.
- Built complete ticket lifecycle management with priority handling, SLA tracking, and categorized issue types.
- Created validation rules, automation using Flows, user-friendly forms, and analytical dashboards for ticket visibility and metrics.

### **Predicting Vehicle Count and Turning Pattern**

- Led a team of four in developing a real-time traffic monitoring system using YOLOv8 and DeepSORT for vehicle detection and tracking.
- Delivered insights on vehicle count, turning patterns, and congestion levels to support urban mobility planning and traffic flow analysis.

### **EXTRA-CURRICULAR ACTIVITIES**

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- Coordinated and organized an inclusive event for children with hearing and speech impairments at Daan Pani Foundation, Nagpur. Arranged meals and facilitated various games and activities to provide a day of joy and engagement for participants.