SHRUTI GARG

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I have **10.5 years** of experience on **Salesforce.com CRM platform** out of which **more than 6 years of experience as a consultant.** Well versed in Software methodology and worked extensively on Design, Development, Testing and deployment in multiple strategic projects. Have excellent communication and team co-ordination skills. My domain experience lies in Software, Customer Relationship and Finance.

Professional Summary

- Proficient in **understanding user requirements, communicating with the client, analysis and translating them to technical specifications, designing, development, testing and deployment in the full range of SDLC.**
- Proficient in implementing custom functionalities using **Visual Force, APEX, Lightning Design System, Aura Framework, Integration, HTML, JavaScript.**
- Develop and manage **custom objects, fields, formulas, page layouts, dashboards, custom reports, list views, validation rules, custom workflow, hierarchies, role, profiles and user access**.
- Have good working knowledge in querying salesforce.com database using SOQL & SOSL
- Data Migration through Data loader.
- Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing using test cases to prove that system confirm to specifications of business and quality requirements.
- Have done deployment through change-set, Ant tool and Eclipse.
- Having an **Onshore experience**. Worked with the client Deutsche Bank, London for 4 months.
- Experience in **Dev Ops** by using multiple tools – **GIT, Bit bucket, ANT, Source tree, VS Code**.

Experience Summary

Feb'21 - Till Now	**Accenture Solutions Pvt. Ltd.**
May'14 – Jan'21	**IBM India Private Limited as Package Solution Consultant**
Oct '10 – May'14	**Navatar Group, Noida as Senior Software Engineer**

Certifications

- ➲ Salesforce.com Certified **Force.com Developer**
- ➲ Salesforce Certified **App Builder**
- ➲ Salesforce Certified **Administrator 201**
- ➲ Salesforce Certified **Platform Developer I**
- ➲ Salesforce Certified **Platform Developer II**
- ➲ Salesforce Certified **Service Cloud** Consultant
- ➲ Salesforce Certified **Sales Cloud** Consultant

⮕ Salesforce Certified **Integration Architect**

Project Undertaken

Project Name : Ontario
Role   : Salesforce Technical Lead
Environment   : Salesforce.com Configuration, Apex, Visual Force, AURA framework, Bit Bucket, Source tree, Git, ANT.

Project Description:
  ❖ Create an application for Ministry of Health, Ontario for Covid-19 tracking.
  ❖ Integrate Salesforce with OLIS (Ontario Laboratory Information System) to capture the data for clients (person) like Lab Results, clinical report and investigation
  ❖ Single system to efficiently manage & track customer details, vaccine, contact outbreak

Responsibilities:

  ❖ Worked with Client team directly. Directly dealing with Product Owner where the requirement will be break into stories in sprint planning and grooming meetings and on daily stand ups status the daily status/progress with the client. Stories acceptance will be done by the client team.
  ❖ Worked on Lightning experience and involved in end to end solutioning
  ❖ Provided solution design for critical requirements and delivered it efficiently
  ❖ Involved in interaction with client to gather the requirement and deliver it within timeline while adhering to standards.
  ❖ Involves in actively working on Lightning components, Trigger, Batch Apex, Queueable, Configuration and Integration for complex functionality.

Project Name : Macquarie Capital
Role   : Salesforce Consultant
Environment   : Salesforce.com Configuration, Apex, Visual Force, AURA framework, Bit Bucket, Source tree, Git, ANT.

Project Description:
  ❖ Create an environment for Macquarie team members to have transaction management system running where the details of each transaction can be captures for different entities.
  ❖ Integrate Salesforce with BVD system to capture the data for clients, their subsidiaries, portfolio companies and financial sponsors
  ❖ Single system to efficiently manage & track customer issues.
  ❖ Single source of truth for customer information.

Responsibilities:

  ❖ Worked with Client team directly. Directly dealing with Product Owner and manager where the requirement will be break into stories in sprint planning and grooming meetings and on daily stand ups status the daily status/progress with the client. Stories acceptance will be done by the client team.
  ❖ Worked on Lightning experience and involved in end to end solutioning
  ❖ Provided solution design for critical requirements and delivered it efficiently
  ❖ Involved in interaction with client to gather the requirement and deliver it within timeline while adhering to standards.
  ❖ Involves in actively working on Lightning components, Trigger, Batch Apex, Queueable, Configuration and Integration for complex functionality.

Project Name : Coca- Cola
Role   : Technical Consultant
Environment   : Salesforce.com Configuration, Apex, Visual Force, AURA framework, Bit Bucket, Source tree, Git, ANT.

Responsibilities:

As a project Lead responsible for Analysis, design, development, testing and implementation of customized solutions for new implementations and upgrades for our IBM US customer Coca-cola

- ❖ Worked on Lightning Aura components, Batch Apex, Apex Classes, Triggers
- ❖ Provided solution design for critical requirements and delivered it efficiently from offshore.
- ❖ Involved in interaction with client to gather the requirement and deliver it within timeline while adhering to standards.
- ❖ Involved in all the deployment activities using CI/CD tools like TeamCity, Git, Bitbucket, ANT

Project Name : Deutsche Bank
Role   : Technical Consultant
Environment   : Salesforce.com Configuration, Apex, Visual Force, AURA framework, Bit Bucket, Source tree, Git, ANT.

Project Description:
The Deutsche Bank Global Markets Ops function provides operational support and client service to Deutsche Bank's Global Markets client base. The Ops functions are geographically distributed and uses a combination of Opal & spreadsheets to support this function. Deutsche Bank want to achieve efficiency, effectiveness and customer service improvements in the Ops function. Key to this is provision of a single customer service solution for Ops that provides:

- ❖ Single system to efficiently manage & track customer issues.
- ❖ Single source of truth for customer information.
- ❖ Ability to provide MI for the whole ops functions against defined KPI's

Responsibilities:

- ❖ Worked directly with client in the client office and doing the project management Worked on Lightning service Console and involved in end to end solutioning of Case Management module. Integrating CIS and CSS with Salesforce.
- ❖ Provided solution design for critical requirements and delivered it efficiently from onshore.
- ❖ Involved in interaction with client to gather the requirement and deliver it within timeline while adhering to standards.
- ❖ Involves in actively working on Lightning components, Trigger, Configuration and Integration for complex functionality.
- ❖ Develop a shared repository structure so that the code will be fully reusable between the different teams and will not impact other teamwork Involved in all the deployment activities using CI/CD tools like TeamCity, Git, Bitbucket, ANT and Source Tree.

Project Name : Nextep
Role   : Technical Consultant
Environment   : Salesforce.com platform, Apex, AURA framework, Git, BitBucket.

Project Description:
Project is about to maintain the Employee Handbook Questionnaire.
It's a portal to maintain the Employee data where employee will enter all the information related to Personal details, wages, holiday, location, policies etc. with the feature of navigation between the different pages and business rules implemented.

Responsibilities:
Developing an intuitive, user-friendly CRM solution on the Salesforce platform using Lightning Aura Framework. Do requirement gathering, develop a solution, deploying the feature into production.

Project Name : TMobile MetroPCS
Role   : Technical Lead/Consultant
Environment   : Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), HTML

Java Script, CSS, Custom Objects, Custom Tabs, Eclipse IDE Plug-in, Change set, Lightning, AURA framework.

Project Description:
MetroPCS is a prepaid wireless service in the United States that is part of T-Mobile US, Inc.. MetroPCS provides nationwide talk, text, and data depending on the plan services using GSM, HSPA, HSPA+ and 4G LTE networks. MetroPCS previously operated the sixth largest mobile telecommunications network in the United States using code division multiple access (CDMA) technology.
MetroPCS wanted an improved customer experience, deeper search functionality, more robust reporting and an integrated training program available to their more than 11,000 dealers. By putting a more robust, flexible, scalable solution in place MetroPCS will be able to acquire more dealers to their portfolio and retain the dealers they have.

Responsibilities:
- ❖ Developing an intuitive, user-friendly CRM solution on the Salesforce platform, utilizing Salesforce Service Cloud licenses for the internal user base, and a Salesforce Partner Community, including Salesforce Knowledge, for the Dealer portal.
- ❖ We are configuring these systems per MetroPCS's business needs, emphasizing simplicity and user experience throughout our design and build processes.
- ❖ Worked on Integrating Salesforce with SAP, QPAY, Amdocs, On point and Nokia.
- ❖ Involved in requirement call to understand the requirement and time estimation of assigned tasks with Client discussion and handling team to assigned tasks with getting the regular update with responsible to meet the timelines.
- ❖ Creating specification documents to upload in wiki and presentation for demo.
  Resource management - Task distribution and assignment between we 3 team members according to the requirement type match with best skill set.

Project Name : Century Link
Role   : Salesforce Consultant
Environment   : Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), HTML

   Java Script, CSS, Custom Objects, Custom Tabs, Eclipse IDE Plug-in, Change set, LDS.

Project Description:
The purpose of this project is to integrate the CenturyLink back office systems CRIS, Ensemble, Watson, Simon. System will use APIs like address validation, Bill comparison, Payments, View Bill etc. to complete the functionality and Following are the key objectives of this project
- ❖ Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results
- ❖ Integrate the CenturyLink back office systems CRIS, Ensemble, Bill comparison, Payments, View Bill using Century link provided web services and API.
- ❖ Generate request to send to the legacy systems and get back the response to display in salesforce.
- ❖ Create Bill Comparison UI to compare the last three latest bills and user will select the different bills to compare. Add the adjustment or dispute on the selected bill and will sync back into the legacy system.
- ❖ User will be able to view the bills depending on the billing date of account.
- ❖ User will be able to make payments within the salesforce.

Responsibilities:

- ❖ Successfully delivered Demos directly to client and got appreciation.
- ❖ Implemented modular approach and maintained generic classes, designing and implementation of business logic using Visual Force, LDS, APEX, Triggers, Validation Rules, Workflow Rules.
- ❖ Effort estimation, taking up tasks and meeting deadlines.
- ❖ Mentoring of team mates to upgrade their technical skills in project. Provide better solution for all the queries in the team.
- ❖ Integrate the CenturyLink back office systems CRIS, Ensemble, Bill comparison, Payments, View Bill using Century link provided web services and API.

Project Name : Application Capture

Role : **Team Lead**
Environment : **Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), HTML**

Java Script, CSS, Custom Objects, Custom Tabs, Eclipse IDE Plug-in, Change set And ANT tool, LDS, Angular JS, AURA Framework.

Project Description:
The purpose of this project is to digitize the US middle market sales experience and accelerate profitable prospect acquisition. This project also helps reduce cycle time freeing up more time for selling for US Middle Market. Following are the key objectives of this project
 ❖ Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results
 ❖ Dynamic UX generation for Enrollment Application Capture
 ❖ Generate request to GCAP server for the enrollment application attributed to be captured from the User
 ❖ Submission of the Enrollment Application data to GCAP.
 ❖ Opportunity based Enrollment dashboard
 ❖ Request and capture E-Signature from the Applicants ability to upload documents related to enrollment application and submit to GCAP.

Responsibilities:

 ❖ Successfully delivered Demos directly to client and got appreciation.
 ❖ Implemented modular approach and maintained generic classes, designing and implementation of business logic using Visual Force, LDS, APEX, Triggers, Validation Rules, Workflow Rules.
 ❖ Effort estimation, taking up tasks and meeting deadlines
 ❖ Mentoring of team mates to upgrade their technical skills in project Provide better solution for all the queries in the team.
 ❖ Improving Team productivity by conducting sessions for team members.
 ❖ Taking ownership and completed quality and timely deliverables
 ❖ Divided tasks among team members, maintained trackers up to date.

Project Name : **Contract Management**
Role : **Senior Programmer**
Environment : **Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), HTML**

Java Script, CSS, Custom Objects, Custom Tabs, Eclipse IDE Plug-in

Project Description:
In this I was responsible for the Agreement Process and Veritas Screen Development. Here, the client manager must track the approval from different team, agreement clauses, rate and fee applied to different contract & calculate the payment. Create rate and Fee for various market depending on the currency. Provide best approach to handle all the dynamic creation of rate and fee in one page. Business has highly appreciated the implemented solution.

Responsibilities:

 ❖ Designing and implementation of business logic using Visual Force, APEX, Triggers, Validation Rules, Workflow Rules.
 ❖ Onsite – Offshore Team Co- ordination.
 ❖ Test Case preparation and Manual testing
 ❖ Provide better solution for all the queries in the team.
 ❖ Understanding, Implementing and get sign off on the assigned User stories.

Project Name : **Investor Portal**
Role : **Senior Developer**
Environment : **Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), HTML**

Java Script, CSS, Custom Objects, Custom Tabs, Eclipse IDE Plug-in

Project Description:
The Product is having 3 sides – CRM Side, Non- CRM Side and Target Side. User have the right to upload documents in Salesforce UI and are managed in Box.net. The documents are displayed to the user in the tree structure as maintained in the folder format of Box.net.

Responsibilities:

- ❖ Making Project Plan and writing Technical Specifications for all the pages of 3 sides of Product: CRM Side, Non- CRM side and Target Side.
- ❖ Integrate Box with Salesforce.

Project Name : Research
Role   : Senior Developer
Environment : Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), HTML
                Java Script, CSS, Custom Objects, Custom Tabs, Eclipse IDE Plug-in

Project Description:
Took care of the research items and technical problems of the products in Navatar Group. Checked the feasibility of these researches by providing technical solutions/implementation and creating proof of concepts so that the developers can use that solution in their respective products.

Responsibilities:

- ❖ Integrate Box with Salesforce. Research on the how to access the folder and file information saved in Box account in salesforce.
- ❖ Showing salesforce standard icons of objects in Select list and in the Active Widget grid.
- ❖ Work on different implementation depending on the requirement.

Project Name : Registered Investment Advisor (RIA)
Role   : Senior Programmer
Environment : Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), HTML
                Java Script, CSS, Custom Objects, Custom Tabs, Eclipse IDE Plug-in

Project Description:

Navatar Registered Investment Advisor CRM is a complete solution that gives Registered Investment Advisors a platform to run their business better. CRM handles Workflow Templates, Workflow Activities, Automated Greetings to clients, also allows for the automation and streamlined processes of marketing, prospecting, client on-boarding, client follow-up and servicing.

Responsibilities:

- ❖ Developed visual force pages to Add Contact (Prospect) to an object with various functionalities like filter criteria functionality as in report.
- ❖ Developed Ajax queries to get data from different related objects on VisualForce Page.
- ❖ Developed and Schedule the Class to send email to contact on their Birthday and Anniversary.
- ❖ Implement the Active Widget 2.5.6 as the third-party Tool.
- ❖ Extensive use of CSS, HTML for creation of visual force pages by looking into design spec of visual force pages.
- ❖ Designing a Component for Parent to child query, fetch the records and display. All the functionality like show first column as checkbox, number of records to be displayed in one page, merging of columns, columns to be displayed, date format etc. Is dynamic on the bases of attribute value assign to the component.
- ❖ Designing a Component for Child to Parent query, fetch the records and display. All the functionality like show first column as checkbox, number of records to be displayed in one page, merging of columns, columns to be displayed, date format etc. Is dynamic on the bases of attribute value assign to the component.

- ❖ Work on 360-degree View of Contact Module. Implementing drag drop of widgets, customization of all objects. Customization of the page is at the user level.
- ❖ Work on Relationship trigger.
- ❖ Integrate Facebook, Twitter and Linkedin with Salesforce. Implement Oauth Protocol to Authorized contact to the LinkedIn or Twitter using Oauth 1.0. And also do queries using REST API to get the information related to search person like current profile, current location, educational background, professional background, total number of connections or tweet, favourite etc.

Project Name : Private Equity
Role   : Salesforce.com Developer
Environment : Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), HTML

        Java Script, CSS, Custom Objects, Custom Tabs, Eclipse IDE Plug-in

Project Description:
This project is built on force.com platform for Private Equity Firms, where the investors and the funds that make investments directly into private companies or conduct buyouts of public companies. Navatar System makes it more efficient fundraising and deal sourcing. Navatar Private Equity also handles Portfolio Capital Calls/Distributions and comes with pre-built reports based on Private Equity industry best practices..

Responsibilities:

- ❖ Designing and implementation of business logic using Visual Force, APEX, Triggers, Validation Rules, implementing HTML and writing Technical Specification.
- ❖ Understand the business scenario, to take the inputs from users to translate it into Functional and made relevant changes into the application as well.
- ❖ Work on Fund View, Fund Drawdown and Fund Distribution Module.
- ❖ Work on Advisor, Fundraising Contact, Contact, Commitment and Transfer Triggers.
- ❖ Developed Apex Classes & Triggers to implement the business logic as per the requirements.
- ❖ Extensive use of CSS, HTML for creation of pages by looking into design spec of visual force pages.
- ❖ Implement the Active Widget 2.5.6 as the third party Tool.
- ❖ Understand the business scenario, to take the inputs from users to translate it into Functional and made relevant changes into the application as well.
- ❖ Developed SOQL and SOSL queries to get data from different related objects. Created formula fields.
- ❖ Loaded data into SFDC using Data loader and migrated several legacy applications to the Force.com Platform.

Project Name : Ranieri Partners
Role   : Salesforce.com Developer
Environment : Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), HTML

        Java Script, CSS, Custom Objects, Custom Tabs, Eclipse IDE Plug-in

Project Description:
The Project works on Create and Edit of Event and Task Module. Make Custom page having the same functionality given by sales force in standard Create and Edit Event and Task for multiple Contact associated with it. User can create or update Event or Task for multiple Contact in one go.

Responsibilities:

- ❖ Designing and implementation of business logic using Visual Force, APEX, Triggers, Validation Rules, implementing HTML and writing Technical Specification..
- ❖ Understand the business scenario, to take the inputs from users to translate it into Functional and made relevant changes into the application as well.
- ❖ Work on Event Create and Edit Module. Make custom page having the same functionality given by sales force in standard Event Create and Edit Page. Additionally, Creating and updating on Event for multiple Contacts is done.

Project Name : Financial Technology Partners
Role   : Salesforce.com Developer

Environment   : Salesforce.com platform, Apex, Data Loader, Force.com IDE in Eclipse, Visual Force (Pages, Component & Controllers), HTML, Java Script, CSS

Project Description:
The Project will allow users to view all the transactions from the system where user can specify search criteria and refine their searches depending on the criteria selected by user. The user can see more details about the transaction and also let user to submit data back into the system. User can create a New Transaction or update Transaction.

Responsibilities:

❖ Designing and implementation of business logic using Visual Force, APEX, Triggers, Validation Rules, implementing HTML and writing Technical Specification.
❖ Understand the business scenario, to take the inputs from users to translate it into Functional and made relevant changes into the application as well.
❖ Work on Transaction Search, Transaction Detail, New Transaction and Update Transaction Module.
❖ Implement the Active Widget 2.5.6 as the third-party Tool.

Technical Skills

➲ Salesforce Customization using Apex, Visualforce, Components, Web Services, AJAX, Triggers, Javascript, Angular JS, HTML, CSS, Lightning Design System, AURA, Integration. Salesforce Configuration using Custom objects, fields, Security settings, Workflow, Validation Rules, Reporting and Dashboard.
➲ **Salesforce.com Tools** – Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader.
➲ **Languages –** Apex, C, C++, SQL, Core JAVA, Dot NET.
➲ **Database –** SQL Server
➲ **Operating System –** Microsoft 2000/ XP/ Vista/ 7.

Academic Qualifications

2010   Master of Computer Application from Banasthali University, Banasthali (Rajasthan); attained 70.8%.

2007   Bachelor of Science (B.Sc.) (Electronics & Computer Science) from Kurukshetra University; attained 74.6%.

PERSONAL DETAILS

Date of Birth   : 20/12/1987
Language Proficiency   : Hindi, English
Address   : A-65, Sector 22, Noida - 201301
Passport Number   : Valid Indian Passport (Details Available on request)

Declaration:
I, hereby declare that the above-mentioned information is correct to the best of my knowledge.

Place: Noida
(Shruti Garg)