Shefali Gupta
Salesforce Technologist

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| SALESFORCE CERTIFIED Service Cloud Consultant | SALESFORCE CERTIFIED Sales Cloud Consultant | SALESFORCE CERTIFIED Platform Developer I | SALESFORCE CERTIFIED Administrator | SALESFORCE CERTIFIED Platform App Builder |

PROFESSIONAL SYNOPSIS

➢ Having **6 Yrs. 5 Months** experience as **Salesforce Administrator**
➢ Commanding knowledge in **SFDC Standard Data Structure** and familiarity with **designing functional requirements with Custom Objects & Force.com platforms**
➢ Extensive experience using **Salesforce Administration (SFA), Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules**
➢ Strong Knowledge in Configuring **Relationships, Page Layouts, Record Types, Profiles, Roles, Workflows, Process Builder**
➢ In-depth knowledge in **CRM** concepts such as **Sales**, **Service** and **Health Care processes**.
➢ Extensive experience in **analyzing business requirements**, **entity relationships** and **converting** to **Sales Force custom objects, lookup relationships, junction objects**, **master-detail relationships**
➢ Experience in **SFDC development** using **Apex classes** and **Triggers**, **Visual Force**, **Force.com IDE**, **SOQL**, **SOSL** and **Data loader**
➢ Experience in **data exporting** and **importing** using **Import wizard**, **Apex Data Loader**
➢ Experience on **Sales-Force Lightning**.
➢ **Developed** SFDC **Customized Reports**, **Dashboards** and Processes to **continuously monitor data quality** and **integrity**.
➢ **Domain** knowledge in **Banking** vertical, **Insurance**, **Health** Care & **Pharmaceutical**
➢ **Proficient** in using **meta-data migration tools** like **dataloader.io** and **Salesforce Apex Data Loader**
➢ **Strong Implementation** and **Integration experience** using **Custom Objects, Triggers, Process Builder, Visual Flow, Workflow Rules, Apex Classes**

PROFESSIONAL CONTOUR

Feb 2018 to Till Date: Lead Software Consultant, DXC Technology Noida
Sep 2015 to Jan 2018: Sr Software Engineer, Geeky Works IT Solutions Pune
Worked as Software Engineer in HCL Technologies Noida
Worked as Software Consultant in Ericsson Noida

TECHNICAL SKILLS

Salesforce Technologies	Salesforce-CRM, Salesforce-Lightning, Veeva-CRM, Visual-Force Pages, Apex Classes, Custom Objects, Validation rules, Workflows, Dashboards, Process builder, Apex Triggers, SOQL, Components, Approval Process.
Salesforce Tools	Auto Rabbit, Data Loader, Rest API
Languages	Apex, HTML, CSS, PHP, Angular, Node JS, Lightning
IDE	Force.com, Eclipse, VS Code, Workbench

ACADEMIA

- **B. Tech** in Electronics and Communication from **MIET, Meerut** (UPTU) in 2014 with **77.70%**
- **12**th from **Delhi Public School**, Meerut (C.B.S.E. Board) with **79.60%**
- **10**th from **D.A.V. Public School**, Baghpat (C.B.S.E. Board) with **82.20%**

PROJECT   RESPONSIBILITIES

- Worked for **different clients** across **globe** on projects like **Service Connect**, E-Commerce **website** development using **Salesforce**, Online **Survey Application** for Customer feedback, Healing Accelerated Online Application etc.
- **Customizing** and **personalizing** the **Apps** using **Salesforce.com**, **Apex Classes**, **Triggers**, Batches **visual force** pages and **JavaScript**
- **Implementation** of **Standard Objects, Custom Objects, Custom Apps, Page Layouts, Related Lists, Tabs, Validation Rules, Workflow Rules, Sharing Rules**
- **Lead Conversion process, email-to-case, web-to-lead implementations**
- Generating **different** kind of **reports** & **dashboards**
- **Knowledge** of **Visualforce** pages, **Apex** classes, **Triggers**, **Batches**
- **Data migration** and manipulation using **Salesforce tools**
- Writing **Unit tests code coverage** and deployments
- **Worked** on both **sales cloud** and **service cloud** projects

I do hereby declare that all the information given above is true to best of my knowledge and belief

Shefali Gupta