

**PURNIMA SHARMA**

E-mail: jnupurnima@gmail.com

Contact: 8130902690

**Career Objective:**

To extend my knowledge and seeking a position to utilize my skills and abilities in an environment that offers professional growth, while being resourceful, innovative and flexible.

**Professional Summary:**

- 3.9+ Year **experience** as **Associate software engineer** in **Salesforce** Technology Industry in client coordination, working on global project teams.
- Well acquainted with **Software Development Life Cycle (SDLC)**.
- Have a knack of adopting quickly in new concepts and eventually master them.
- Strong Customer **Orientation and Client Interfacing Skills**.
- Proficient in configuration: objects, fields, tabs, Validation rule, work flow, Lightning flow, approval process, process builder user training, admin training, BRD creation and documentations.
- Have knowledge in Salesforce lightning experience and Salesforce classic.
- Worked on admin portion used Salesforce CPQ, bundles creation, documentation BRD and user training. · Salesforce demo org configuration according to client requirement and also demo presentations.

**Academic Qualification:**

Course	College/School	University	Passing Year	Percentage
MBA-IT	SVKM's NMIMS Mumbai	NMIMS, Mumbai	2022	Result Awaited
MCA	Jawaharlal Nehru University	JNU, Delhi	2019	6.9/9 CGPA (70%)
B.COM	GOVT GIRLS COLLEGE, GDC	VIKRAM University	2015	63.67%
XII	SHRI JAIN GIRLS SCHOOL	M.P. Board	2012	67.4%
X	SHRI MATRI VIDYA MANDIR	M.P. Board	2010	70%

**TECHNICAL SKILLS:**

**Platform Tool & license:** Salesforce developer addition, Salesforce CPQ, Salesforce unlimited edition & MS Office.

**Languages/ Tool:** C, SOQL Query, Data loader, Documentation, draw.io, Rally, Google docs, Jira.

**Operating Systems:** Windows

**Work Experience:** Company Name: **Cognizant, INDIA** Duration: **Sep 2021 – Present**

**Gilead Kite**

· **Project Description:** Working in a pharmaceutical industry, it is a life science project. Where we are working on enhancement of existing application for Kite Hospitals.

· **Responsibility:**

- Analyzing the requirement.
- Uses data loader, entered data using data loader in object and also its related objects using SOQL query. o Involved in end to end testing.
- Worked on validations, Work flows, Process builder, Approval process
- Lightning flow to enter TSS form.

**Work Experience:** Company Name: **TechMatrix Consulting, INDIA** Duration: **January 2019 – July 2021**

### **Mitutoyo South Asia**

- **Project Description:** Mitutoyo South Asia, manufacture measuring instruments and provide support service also. We created system which maintains all machines and its bundles, product options, features and price book in Salesforce CPQ. We developed completely automated system which calculate price with discount and generate a quote PDF like invoice.
- **Responsibility:**
  - Analyzing the requirement.
  - Created Bundles its product option, features, price book, specifications.
  - Uses data loader, entered data using data loader in object and also its related objects using SOQL query. o Involved in end to end testing.
  - Worked on validations, tested generation of quote PDF.
  - Created Visual-force page and PDF.
  - Lightning flow to enter TSS form.

### **TATA STEEL, Mumbai**

- **Project Description:** TATA STEEL, Mumbai developed system “IR Team Management” Tool. It automates investor and TATA Steel meetings. As TATA STEEL is very big organization, they have different type of meetings with investors in a year, we developed a system which automate it’s all meetings and provide PDF for profile of investor to TATA STEEL agent who is going to attend meeting.
- **Responsibilities:**
  - Created Lightning component to cancel and close meetings and change status of meetings. o Created validations, fields, records.
  - Test classes for controller.
  - Created use test case document and guide book document.
  - Deploy Sandbox to UAT and production.
  - Created lightning component to take FAQ Questions and Remarks and update it to record.

### **Airtel Payments Bank, Gurgaon**

- **Project Description:** Airtel Payments Bank is a public limited company with its headquarters in New Delhi, India. The company is a subsidiary of Bharti Airtel. It is the first company in India to receive a payments bank license from the Reserve Bank of India and it became the first live payments bank in the country. Through this strategic Salesforce.com CRM initiative Airtel Payments Bank achieved the following
  - Empowered the sales team a mobile CRM to manage their relationship with their customers. o Customize their Salesforce instance based on their business requirements.
  - Train & Migrate users to Salesforce CRM.
  - Track Reports and dashboard of each sales person, assign task or events remotely.
  - Automate approval with upper hierarchy.
- **Responsibility:**
  - Process flow, business requirement document, user training.
  - Created fields, records, validations, page layouts.
  - Approval process, workflow, email alerts templates.
  - Created use test case document.
  - Report and dashboard.

### **CARS24, Gurgaon**

· **Project Description:** Lease Management product: CARS24 through this strategic Salesforce.com CRM initiative is looking to achieve the following:

- Property Management- from initiation to its termination including all legal Documents TSR, LOI and Lease Agreement.
- Management of only landlord assets database in Salesforce.
- Provide the ability to capture invoices and expenses from landlords via community portal. o Train & Migrate users to Salesforce CRM.

Currently, CARS24 is using manual process for approval and to upload documents for business which will be replaced by Salesforce after the customization and development done.

· **Responsibility:**

- Requirement gathering, Process flow, business requirement document, user training.
- Created fields, records, validations, page layouts.
- Approval process, workflow, email alerts templates.
- Created use test case document.
- Report and dashboard.

**Extra-Curricular Activities:**

- · Achieved **Ranger** rank on Trailhead.
- · Attended **DEVx** event organized by developer community Agra, won goodies.
- · **Award & Recognition:** Received **SPOT** award 2020 by Techmatrix Consulting, where **SPOT**-The SPOT award is way to recognize employee for specific quality they have demonstrate in their assigned roles. Initiative, leadership, collaboration hard work, customer service with a thank-you and token of appreciation.

<b>Jawaharlal Nehru University , Delhi-MCA</b>	<b>KIIT, Bhubaneswar-MCA</b>	<b>Banaras Hindu University, Varanasi-MCA</b>
Selected- AIR-16	AIR-41	AIR-23

**Declaration:**

I hereby declare that the above mentioned information is true to best of my knowledge and I bear the responsibility for the correctness of the above mentioned particular.

Purnima Sharma