EDUCATION

Bachelor of Engineering/ Biotechnology
R.V College of Engineering, 2011 - 2015

WORK EXPERIENCE

Company – Accenture Solutions Pvt Ltd

Tenure – 2015- Present

CERTIFICATIONS

ADM201
Platform Developer 1

TOOLS

Apex DataLoader

Dataloader.io

Workbench

Developer Consolse

Eclipse

Remedy 1.0

Service Now

ADMS

Docusign

OBJECTIVE

Salesforce trained Senior Application Developer with 5.6 years of experience, in supporting/developing Veeva CRM Applications and a Salesforce Application for leading Pharma Clients. Quest to work and learn in professional and vying ambience that enables me to cope with emerging as well as latest technology and scope for widening the spectrum of my knowledge. To succeed in an environment of growth and help me achieve personal as well as organizational skills.

EXPERIENCES

PROJECTS
Project1
L2 Support and Application developer for a Pharmaceuticals Client- July 2017 – Present

➢ Worked primarily on Sales Cloud Applications and Salesforce Marketing Cloud.
➢ Worked on customization of Apex Classes, Visualforce pages, APIs Web services, Custom settings, Apex sharing, Triggers, Batch Class, Job scheduling, Workflow Rules, Process Builders, Approval Process, Flow Process, Email Alerts, Custom Buttons.
➢ Developed Page-layouts, Record types, Profiles, Permission sets, Roles, Public Groups, Sharing Rules, Report Types, Formula Fields, Validation Rules, Object Relationships.
➢ Worked on MuleSoft Integration with Salesforce.
➢ Worked on ETL Integration with Salesforce.
➢ Worked on .Net Integration with Salesforce for User Automation.
➢ Worked on Python for Automating User Management, DataLoad Activities and Report Requests.
➢ Worked on GDPR related request Automation in Salesforce.
➢ Worked on Veeva Functionalities like User Management, Call management, Sunrise Ipad version, Territory, Account Territory Load, Event Management, Sample Management, Survey Management, Product Management, Account Management.
➢ Working on Veeva Align and Veeva Engage.
➢ Managing an Application based on Dynamic Approval process with a customized set of apex codes to maintain the application.
➢ Working on Docusign and Cvent integrated with the application.
➢ Worked on Incident, Service Requests and Change Management.

SKILLS

Problem Solving Adaptability

Proactive

Strong Work Ethic

Leadership

Time Management

Prioritization of work

Critical Thinking

Handling Pressure

Project2

L2 Support for a Pharmaceuticals Client – Aug 2015 – Apr- 2017

- ➢ Worked on Veeva CRM application and Veeva functionalities like Call Management, Account Management, Sample Management, Territory Management, Survey, Product management.
- ➢ Have worked on both Incidents and Service Requests.
- ➢ Worked on Dataload activities and Metadata update and maintenance.
- ➢ Worked on Salesforce reports like Tabular, Summary, Matrix and Joined reports.
- ➢ Worked on Workbench and apex Dataloader

ROLES and RESPONSIBILITIES

- ➢ Working as the SME for both Veeva and Salesforce Applications.
- ➢ Worked on Ticket Management and application support like Data Load Activities and Metadata Updates.
- ➢ Managing a team of four in analyzing and delivering the assigned tasks and tickets.
- ➢ Worked on various Application releases from Estimation of the requirements to Providing a solution and creation and review of related documents and test scripts preparation as per the defined guidelines of the compliance.
- ➢ Performed System Integration and UAT testing as a part of Releases.
- ➢ Worked directly with Business owners to understand the assigned tasks or issues and to provide them with the best suited solution according to their requirements.
- ➢ Provided Knowledge transition to peers and new team members to understand the applications and the functionalities.
- ➢ Worked the application associated Informatica team for maintaining the ETL Jobs and to help them analyze various Job-related issues. Also helped them understand the Salesforce functionality.
- ➢ Worked with other teams like Compliance, ETL, Business Compliance to work in a coordinated manner to deliver a task.