Richa Upadhyay

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Skills and Expertise

• Salesforce CRM • Cloud
Computing • Force.com • Sales
Cloud • Service Cloud •
Marketing Cloud • Community
Cloud • Apex • Visualforce
Pages • Apex Triggers • Apex
Test Classes • Integration • API
• REST • SOAP • SOQL •
SOSL • Lightning Experience •
LWC • LDS • SFDX •
Javascript • Change Sets • ISV
Development • AppExchange •
Force.com IDE • ANT Migration
tool • TFS • AMPscript •
Heroku • Exacttarget •
Packaging • Deployment •
Environment Management • Team
Management • Project/Module

Professional Summary

Post graduate in Computer Applications, with 8 years of experience in IT,
Salesforce Certified expert, great analytic skills with strong decision
making, Project management and complex problem solving abilities.

Work Experience

04/2019 – 10/2019

Astegic Infosoft, Jaipur, India
Senior Software Engineer- Salesforce

Tasks (As a Team Lead and Sr. Developer):
 • Established Salesforce Technical Department for ISV development.
 • Act as the in-house Salesforce/VisualForce/APEX lead and collaborate
with business partners to solve complex and critical business issues and
enable CRM and sales processes using Salesforce.com platform.
 • Partners with Business Analysts and Solution Architects for new
development projects, systems enhancements and maintenance projects.
 • Establishes the technical implementation approach and drives the
technical design and development of projects utilizing the Force.com
platform for projects that may contain both declarative and programmatic
solutions; which would include Apex and Visualforce, Lightning
Components, Triggers and Apex Test Execution.
 • ISV/ Appexchange development, Integration, packaging and
deployment.

06/2018 – 08/2018

NN Finance Service s.r.o., Prague, Czech Republic
Senior Software Engineer- Salesforce

Achievements/Tasks:
 • Agile Development for Finance domain business and architecture model,
that includes hands-on experience for multiple jobs around the complete
SDLC with Apex and Lightning development for Salesforce communities.
 • Worked with the engineering team to lead the day-to-day development
activities by leading/implementing architecture decisions, participation in
designs, design review, code review and implementation for Salesforce.
 • In-depth development experience in Apex, Javascript, HTML,
Visualforce, Lightning.
 • Re-factoring and redesigning Apex and Visualforce for Lightning
experience based on new client- server architecture and wrapper classes.

11/2015 – 05/2018

Accenture Technology Solutions, Prague, Czech Republic
Senior Software Engineer- Salesforce

Achievements/Tasks:
 • Delivered on- demand Projects based on the Client's business and
architecture model that includes hands-on experience for multiple jobs
around the complete SDLC.
 • Develop, manage and maintain change management documentation to
comply with IT change management processes.
 • Work directly with Business POC's and independently perform
development, testing, implementation and documentation relates to the
Salesforce.com development.
 • Strong working knowledge of APEX (classes and web services), Visual

Force, Salesforce APIs, SOQL, Force.com platform.
 • Translate simple to complex user stories into functional and actionable software within the Salesforce environment.
 • Perform unit testing, integration testing, and performance testing of new product functionality. Analyze and mitigate issues identified during testing.
 • Collaborate on and inform cross-functional teams of new feature technical design, technical requirements, limitations, and implementation.
 • Got Certified: Marketing Cloud, Platform Developer 1, Platform App Builder.

Projects:
 • Accenture Internal – Germany | Jan 2018 - May 2018
 • Global Pharmaceutical Company – Prague | Aug 2017 - Nov 2017
 • Global Recruiting Agency - Lyon | Nov 2016- Jul 2017
 • Accenture Internal – Germany | Jun 2016 - Aug 2016
 • Products Manufacturing Company – London | Jan 2016 - May 2016

07/2015 – 10/2015

Webkul Technologies, Noida, India
Senior Software Engineer- Salesforce

Achievements/Tasks:
 • Established in-house Salesforce Technical Department for ISV development.
 • Participated in software development on the Salesforce.com platform using Agile/Scrum methodologies.
 • Experience with use of the Salesforce.com APIs (via java, or through web services) to integrate.
 • Managing and Training team (member count 5).
 • Manage packaging, deployment and maintenance on App exchange.

05/2014 – 03/2015

HCL Technologies, Noida, India
Software Developer- Salesforce

Achievements/Tasks:
 • Worked as Salesforce.com Tier 2 Development Support Engineer.
 • Troubleshooting Apex, Visualforce code, Triggers and Controller Classes for Premier Customers
 • Troubleshooting generic SOAP and XML messages from client and Salesforce.com applications using Soap UI.
 • Handling Deployment (ANT, Force.com IDE, and Change set) related issues of premier customer.
 • Resolved client issues using Salesforce tools like, Aloha, Org62, workbench, etc..
 • Certifications: ADM 201, DEV 401, Adv Dev 501 (MCQ)

02/2012 – 05/2014

Xpedient Technologies
Software Developer- Java

Achievements/Tasks:
 • Develop Java code for subvention process that captures the bio metric inputs from the customers.
 • Analyze and Debug existing code and database design.
 • Develop and redesign different database objects like tables, views, stored procedures, triggers, views for outbound message module, Writing

clean, clear and well-tested code.
  • Ensured bug reports were remedied and all issues were handled in a timely manner.

Education

2011 – 2013

Indira Gandhi National Open University (IGNOU), New Delhi, India
Master Of Computer Application (MCA)

2009- 2011

Indira Gandhi National Open University (IGNOU), New Delhi, India
Bachelor Of Computer Application (BCA)

2010 – 2012

National Institute of Information Technology (NIIT), New Delhi, India
GNIIT (Diploma Graduate- Software Engineering)

2006

Lady Irwin Senior Secondary School, New Delhi, India
Senior Secondary – CBSE Board
  • Non-Medical Science (PCME) with Computer Science

2003

Lady Irwin Senior Secondary School, New Delhi, India
Higher Secondary – CBSE Board

Languages

English   — B2

Hindi   — C2