DEEPSHIKHA

Salesforce CPQ Developer

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Email ID: Deepshikha0421@gmail.com

Organization & Role: IT Analyst at Tata Consultancy Services, Bangalore

Experience: 5+ Years' experience in IT Industry

EDUCATION:
B.Tech in Computer Science, with 8.4 CGPA

ABOUT ME

- A highly organized and detail-oriented professional, I pride myself on doing the best possible job every time.
- I'm a passionate, optimistic and dedicated person who takes up responsibilities with utmost enthusiasm and complete my tasks and assignments on time.
- Capable of effectively communicating in a complex, cross-functional and geographically dispersed stakeholders. I look forward to work in an organization where I can find my passion, feel excited about my work, and contribute to the future systems.

Career Highlights

- Over **3+ years** of IT experience as an Administrator and CPQ Developer in Salesforce.com. Has good knowledge of the Technical and Functional aspects of Salesforce.com, on demand CRM package.
- Over **2 years** of IT experience as Test Analyst in Insurance domain with extensive experience in Software Development Life Cycle and its methodologies.
- Hands on experience on developing **Triggers, Apex Classes and VF Pages**.
- Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
- Workflows Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules, Workflow and Approval processes, Sharing Rules.
- Good experience in implementing Object Oriented Programming concepts in Software Development.
- Good analytical, verbal, written communication and interpersonal skills.
- Ability to learn and adapt to new technologies quickly.
- Having good knowledge in **IBM iSeries** and **GLOBAL GENIUS** technology.
- Have good exposure in SQL queries.
- Have worked on **ServiceNow, HP ALM, iSeries Navigator** and **IFS**.
- Served as a key member in warranty support and have delivered outcomes with good quality and awarded as "Outstanding Performer" from client.

Skills and Tools

- **CRM:** Salesforce
- **Force.com Technology:** Apex, VisualForce, SQQL, Apex Triggers, Apex Workflow, Apex Dataloader
- **Web Technologies:** HTML, CSS
- **Database:** SQL, SOQL, SOSL
- **Tool:** ServiceNow, HP ALM, UFT, Salesloft, ZoomInfo, Seismic.
- **Application:** GLOBAL GENIUS

Work Experience

Tata Consultancy Services
IT Analyst
Feb'16 to Present || Bangalore, India

Project #3   : Corporate IT Applications
Duration   : Feb'21 to Present
Client   : Acoustic
Project Desc : The project is targeted for configuration, development and support activities for global enterprise wide Salesforce Sales and Service Cloud implementation (Unlimited Edition), Salesforce CPQ, Salesforce Billing. Also, to maintain, implement, provision, de-provision users in third party tools like **Salesloft, ZoomInfo, Seismic, NetSuite**.

Roles & Responsibilities:

- Worked on **Analyzing**, **Story pointing** and **implementing** the user stories.
- Implemented **Apex Classes, SOQL** and **Apex triggers** for various needs of the application.
- Maintained and managed support for daily troubleshooting, user assistance and reconfiguration.
- Collaborated with functional business stakeholders to provide solutions.
- Participate in software development on the Salesforce.com platform using Agile/Scrum methodologies
- Attend daily stand-ups, planning sessions, and retrospectives to plan, track, and code development tasks
- Translate simple to complex user stories into functional and actionable software within the Salesforce environment.
- Articulate development status to technical and non-technical audiences.
- Continually refine business acumen and establish domain / industry vertical expertise.

Project #2   : North America Transformation Program Phase I, II, III
Duration   : Sept'18 to Jan'21
Client   : Allianz
Project Desc : This project is targeted for Creation and customization of various objects, fields, record

types, Workflow, Triggers and apply business logic to create and maintain billing and collection management for the company.

Roles & Responsibilities:

- Analyzing the business process and client requirements and modifying the modules according to the client requirements
- Created **Custom Objects, Custom Fields, Tabs** and maintained field level security.
- Developed **Apex Classes, Triggers, SOQL and Visualforce pages**.
- Configured **Workflow Rules** and **Approval Processes**.
- Configured **Web-to-Case, Email-to-Case, Case Assignment** and **Escalation rules**.
- Used **Data Loader** to bulk insert, import or update into the object.
- Built **Reports** and **Dashboards** using **Custom Report Types**.
- Created **OWD, Roles, public groups, role hierarchies** and **sharing rules** for the organization.

Project #1   : Canada Global Genius Implementation
Duration   : Jun'16 to Aug'18
Client   : Allianz
Project Desc : This project aims to test migrated data from Legacy system to Global Genius system and verify all the functionalities and logics are working as per the business requirement.

Roles & Responsibilities:

- Involved in thorough system study using Requirement Specification Document.
- Preparing the test documents like **Test scenario** and **Test Cases**.
- Performed **Backend testing** to verify the data integrity by passing **SQL** Queries.
- Attended the daily stand-up meetings, weekly status meetings, and walkthroughs.
- Interacted with Business Analysts and Developers for resolving defects.
- Participated in team meetings on a regular basis and involved in the active discussion to improve the testing quality by better strategies and testing approach.
- Participated and initiated regular KT sessions for different modules.

Certifications

- Salesforce Certified Administrator (WI21)
- Salesforce Certified Platform Developer I (WI21)
- Insurance Foundation Certified by Tata Consultancy Services.
- Process: Agile Way of Working by Tata Consultancy Services.

- Foundation Digital: Cloud Computing (General)_Foundation by Tata Consultancy Services.

Educational Background

2015   B. Tech with 8.4 CGPA from Annamalai University, Tamil Nadu.
2011   HSC with 60% from Dayanand Public School, Jamshedpur. (ICSE board)
2009   SSLC with 90% from Dayanand Public School, Jamshedpur. (ICSE board)

Personal Information

DOB   : 21.04.1992
Nationality   : Indian
Marital Status   : Unmarried
 Present Address   : Marathahalli, Bangalore
Languages known : English, Hindi

Declaration:
I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Bangalore   DEEPSHIKHA