Ardra Premkumar

Salesforce Consultant and Business Analyst

Over 2 years of experience in Salesforce in I.T industry. Worked closely with key stakeholders, developers, and clients to identify, implement, and distribute Salesforce processes & system solutions to increase efficiency and reduce operational costs in a Salesforce environment.

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WORK EXPERIENCE

Salesforce Business Analyst
ePeople Bespoke Consulting Pvt Ltd

01/2020 - Present   *Bengaluru, India*

Achievements/Tasks

- Capturing requirements from business team, identifying solution, writing Technical and Functional Design Documents, ensuring correct implementation/ modification of new/existing functionality and resolving bugs associated to them.
- Integration of the Salesforce system with external client systems using REST,SOAP integration methodologies.
- Administrative tasks such as configuring Profiles, Roles, Validation rules, Approvals, Workflows, Process Builders etc.
- Implementing 'Sharing and Security Model' of the Salesforce Org.
- Deployments using Devops tools like ClickDeploy and Change sets.
- Creation of Management reports and dashboards, Einstein Analytics Dashboards etc.

Salesforce Developer
Cognizant

02/2018 - 01/2020   *Pune, India*

Achievements/Tasks

- Design, setup and maintain Salesforce standard objects, custom objects, junction objects and fields. Object relationship setup including master- detail and lookup.
- Developed Apex classes, Apex Triggers, Controllers, Test classes for Unit Testing, VF pages.
- Creation of Batch Apex, Schedule Apex for various functional needs in the application.
- Customization in Salesforce.com scope such as users, record types, groups, accounts, contacts, custom objects, page layouts.
- Data migration using tools like Data Loader, Workbench.
- Querying Salesforce database using SOQL & SOSL Queries.

EDUCATION

Bachelor of Technology in Information Technology
Rajagiri School of Engineering and Technology, Kochi

07/2013 - 06/2017   *Kerala, India, 7.5 CGPA*

SKILLS

Salesforce Sales Cloud Business Analysis Einstein Analytics Agile SDLC Visualforce Apex Requirement Gathering and Documentation MS Office SOQL/SOSL Wire-frames Project Management Communication

CERTIFICATES

Salesforce Platform Developer 1

Salesforce Certified App Builder (SU 18)

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

Malayalam
Native or Bilingual Proficiency

Arabic
Elementary Proficiency

INTERESTS

Reading Writing Public Speaking