Dhanalakshmi G H
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Experience Summary:

- Having 8 years' of good exposure in **Salesforce.com CRM, Force.com**.
- Working as Assistant Manager in **Genpact India Private Limited**, Bangalore from January 2018 to till date.
- Worked as **Software Engineer** in **VI Solutions**, Bangalore from July 2014 to 2017.

Professional Summary :

- Engaging with the business to understand, shape and define the requirements that get delivered via the program of CRM Technology projects.
- Extensive experience in developing **Apex Classes, Batch Apex Classes** and **Apex Trigger**.
- Worked on the designing of **Custom Objects**, **Custom Tabs**, custom fields, role based **Page Layouts**, **Custom Reports**, and **Report Folders**, Report extractions to various formats, **Dashboards** and various other components as per the client and application requirements.
- Implemented **Security and Sharing rules** at object, field, and record level for different users at different levels of organization.
- Created the **Validation Rules, Process Builder, workflows** for automated lead routing, lead escalation and Email Alerts.
- Worked with **SOQL, SOSL**, **Visualforce** Pages and **Apex**.
- Extensive knowledge on Data Model related to **Salesforce CPQ**.
- Extensive knowledge on **Salesforce CPQ** objects used in the Quote to Order process especially.
- In-depth knowledge in Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates in **Salesforce CPQ.**
- Involved in **Unit Testing** and **Test Coverage** for triggers.
- Experience working with **Data Loader, work bench, Salesforce Inspector** and salesforce.com Sandbox Environments.
- Experience in building and managing a testing strategy to continuously optimize emails, forms, and entire campaigns in **Marketo**.
- Experience in marketing database health and compliance with regulations, including **GDPR.**
- Experience building emails, workflows, and other integral marketing automation functions in **Marketo**.
- Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.
- Worked as a subject matter expert and technical consultant throughout the lifecycle of Salesforce.com applications Used By Business Units And Administrative Functions Across Company and also responsible for supporting the end to end implementation of projects and solutions from analyzing and documenting business and system requirements, preparing solution proposals, translating requirements into functional specifications, supporting build deliverables, planning and performing test activities, providing end-user training and creating end-user documentation, through to deployment, stabilization and steady state support.

Educational Qualifications:

- **Post- Graduation**: Pursued **Master of Technology** (M.**Tech**) in Digital Electronics and Communication from APS College of Engineering, Bangalore Affiliated to VTU.
- **Graduation**: Pursued **Bachelor of Engineering** (B.E) in ECE from Impact College of Engineering, Bangalore Affiliated to VTU.

Key Accomplishments

- Rewarded by Senior Manager in the category of INCISIVE- Speed to the outcome for outstanding contribution at Genpact India Pvt. Ltd. 2021
- Rewarded in the category of CURIOUS- Humility and inclusiveness for outstanding contribution at Genpact India Pvt. Ltd. 2021
- Rewarded in the category of CURIOUS - Continuous learning and outstanding contribution at Genpact India Pvt. Ltd. 2020
- Recognised for the development efforts in closing 30+ projects under the tight timelines at Genpact India Pvt. Ltd. 2019

Certification:

- Completed the Certification for Platform Developer 1

Training program Handled:

- Training Sessions conducted on Salesforce.com for Genpact Internal resources.

Technical Summary :

- PLATFORM   :   Salesforce.com,Force.com
- CLOUD TECHNOLOGIES   :   Sales Cloud, Service Cloud, Marketo, CPQ, SFDC Admin, SFDC Developer.
- LANGUAGE   :   C, java, Apex.
- WEB TECHNOLOGIES   :   HTML, Visualforce, JavaScript, CSS.
- SFDC TOOLS   :   Marketo**,** Force.com Eclipse IDE Plug-in, Apex Data Loader, Import Wizard,Salesforce Inspector, workbench.

Project Summary

Project#1:

Title	:	**GE Healthcare**
Client	:	**General Electronic**
Role	:	**Digital Marketing Campaigns Specialist**
Environment	:	**Marketo/Salesforce.com**
Company	:	**Genpact India Pvt LTD**
Duration	:	**Feb 2022to till Date**

Responsibilities:

- Building email programs, Default Programs, webinars programs and Engagement Programs.
- Dynamic Email template creation and personalization.
- Data work – List uploads, Smart List filters.
- A/B Testing – Conducting A/B testing to test the different components of email.
- Design Studio – Landing Page Creation, Registration Page forms   .
- Experience in complete life cycle of Campaigns and good knowledge of email campaign and templates.

Project#2:

Title	**:**	**Genpact India Pvt LTD Client**
Role	**:**	**Project Manager /SFDC Developer**
Environment	**:**	**Salesforce.com/Apex/Lightning**
Company	**:**	**Genpact India Pvt LTD**
Duration	**:**	**Sep 2020 to Aug 2021**

Responsibilities:

- Requirement Analysis, Design, Development in Salesforce.com.
- Worked on Requirement gathering.
- Worked on Project Management, Data Management, Data Analysis and Data loading.
- Tested the Test cases release wise in Salesforce.com.
- SFDC Data migration from one environment to another.
- Developed Apex Classes and Apex Triggers for various functional needs.
- Generating up to date Reports and Dashboards.
- Involved in business SPOC calls.
- Shared Metric Reports to client on every Quarter.
- Communicated with Business and End users to gather requirements and possibility ways to implement requirements.
- Communicated with business and End users to gather requirements based on business flow.

Project#3:

Title	**:**	**GE Digital**
Client	**:**	**General Electronic**
Role	**:**	**SFDC Admin and Developer**
Environment	**:**	**Salesforce.com/Apex/Visual force**
Company	**:**	**Genpact India Pvt LTD**
Duration	**:**	**Jan 2018 to Sep 2020**

Responsibilities:

- Analyzing the Business Requirements based on the existing functionality and developing feasible solutions.
- Create/Own support tickets from Functional Team Queue.
- Gather Additional information from the requestor.
- Validate the changes in Dev and PROD instances.
- Worked on User Stories which has created by the Users based on their priority.
- Developed Apex Classes, Visualforce pages, Controller Classes and Apex Triggers for various functional needs.
- Worked on Creation of Custom Objects and Fields.
- Created Customized Page Layouts for salesforce.com standard and custom objects.
- Data migration using Workbench and Data loader.
- Worked on workflows and validation rules.
- Worked on Custom Reports and Dashboards.