



Name: DIVYA UDAY
Email: divyaudaysf@gmail.com
Mobile: +91-9900823877

Overview:

Having 2+ years of IT Experience to be a part of an organization that offers challenging responsibilities in the field of Software Development I see myself successful in my job.

Having overall 2 years of relevant experience in Salesforce.

Professional summary:

- 1.8 year hands on experience as Salesforce.com CRM as Developer, implementation including configuration, customization, monitoring, database and deployment activities etc.
- Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com,SOQL.
- Proficiency in SFDC Administrative tasks like creating custom Apps, Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Validation rules.
- Experience in data migration using Apex Data Loader.
- Proficiency in Domain Management, Data Management, Email Administration, Process Builder and Schema Builder.
- Good communication and inter-personal skills, accustomed to working in both large and small team environments. Implemented and delivered projects under Agile Development Environment and Test Driven Environments with large and small Team Projects.

Work Experience:

Past Organization 1 : Atos Syntel Pvt Ltd
Work Location : Chennai
Designation : Associate Consultant
Period of Employment : 20th Nov2017-Present

Technical Skills:

Programming Languages	: Apex, Visual force
Force.com	: Apex, Visual force, Salesforce configuration.
Operating System	: Windows family
Data base	: Oracle, SQL Queries, SOSL & SOQL
Tools	: Force.com IDE, Apex, Eclipse.

License & Certification

Cleared Platform Developer 1 Certification (Issued September 2020)

Project Summary

Projects:

Project-1: Riskknect Apex Development

Client: Riskknect

Team size: 20

Technology: Salesforce

Duration: July 2018-Dec 2018

Role: Trainee

Description

Riskknect Team provides the detailed assessment of each customer (CRM) at the start of the project. Any limitation with RKL Application raised by the customer will be handled between customer and Riskknect.

Responsibilities

- Daily Standup calls with onsite coordinator and client to get the requirements and delivery status.
- Involved in creating various page layouts and associate Record and fields, work flow Rules.
- Involved in implementing the security for CRM Service using Profiles, permission sets and sharing settings.

Project-2: FedEx Salesforce Support

Domain: Logistic and Travel (RLT)

Client: FedEx

Team size: 8

Technology: Salesforce

Duration: July 2019 to till date

Description

This project consists of 4 corridors Shipping, Administration, Visibility and Billing. It supports the customer in any query related to shipment details like management of the shipment, tracking of the shipment etc. Troubleshoot the customer queries and problems by using tool/ Application namely Nexus which is made on the platform of Salesforce.

Responsibilities

- We handle different types of cases based on various corridors.
- We troubleshoot the issues and provide solutions to the customers.
- We raise defects in ALM (Application Lifecycle Management)
- regarding issues Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL Executing Tests and analyzing results as per client require

Educational qualification

B.Tech	Computer Science Engineering from Amirta College of Engineering (Amrita University-Deemed University)
Secondary & Higher Secondary	Ryan International School, Delhi

Personal Details

Date of birth	17 th June, 1995
Address	C7, Flat No. 604, Spring Leaf, Kandivalli East Lokhandwala, Mumbai 400101

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