

# Umang Bhatnagar

## IT ANALYST

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### SUMMARY

Salesforce Certified Developer professional with experience in Developing, Managing and enhancing Salesforce orgs for businesses and providing end to end solutions with a good understanding of CRM activities.

### SKILLS

- **Languages and Technologies:** Salesforce, Apex, Lightning, Veeva CRM, DevOps tool, Heroku, Javascript, Java, HTML, Ruby on Rails, C, C++, GitHub
- **Development Tools:** Eclipse, Netbeans, Microsoft Visual Studio
- **Content Management System:** Contentful
- **Database** MySQL, Postgres, Microsoft SQL Server
- **Platforms** Force.com

### Certification/Scholarship

- **Salesforce Certified Administrator**
- **Salesforce Certified Platform Developer I**
- **Copado Certified Administrator**
- Awarded by Merit Scholarship for three consecutive years in Bundelkhand Institute of Engineering and Technology, Jhansi

### EXPERIENCE

IT Analyst  
Company: Tata Consultancy Services

Duration: June 2015- till date  
5.5 years

#### Projects:

Lynx on Veeva CRM  
French Client – Pharmaceutical

January 2019 - till now

- Worked at client location: Paris; France as part of transition team during a full-fledged Transition for a new French Pharma client (name-confidential) from a French contractor to move from a legacy .Net application to Veeva- Salesforce cloud application for the major revenue generating global CRM engagement application.
- Provided Value addition in the support activities by automating manual tasks in Salesforce which brought down significant man- hours (10 hours job now takes only 1 hour) and huge reduction in ticket backlog.

- Worked on the customer requirement analysis, configuring the Veeva product, customizing the customer's needs using apex trigger, batch jobs, visualforce pages, apex, lightning components, process builder, lightning flow.
- Currently working on release management of new lightning components and enhancements of the CRM application

**Tools & Technology :** Salesforce, Lightning Aura Component, Veeva, Vault, Apex, Visualforce pages.

**Meeting Registration Tool  
US Client – Healthcare**

**September 2019- December 2019**

- A tool built on lightning framework for the customers to register for the meetings including many sub modules.
- The tool used three components communicating through the events. Worked on building the lightning components using aura framework, events, etc.
- Worked on the customer requirement analysis, developing the components on lightning, unit testing.

**Tools & Technology :** Salesforce, Lightning, Eclipse, ANT Migration Tool.

**Meeting Management Tool  
US Client – Pharmaceutical**

**Apr 2018 –December 2019**

- Worked as a Developer on a meeting management system which helps customers to create, monitor and act on their meeting requests.
- It involved the invoices creation, budget maintenance, attendance of meeting participants, etc.
- The app was built on Salesforce with approximately 35 custom objects and contains complex use of visualforce pages, workflows, process builders, security model.
- It also involved integration with the third party system (Cvent) consuming their WSDL. The deployment was done through the Cloudbees jobs, GitHub.

**Tools & Technology :** Salesforce, Apex, Visualforce pages, github, ANT migration Tool, Eclipse

**Customer Search Tool  
US Client – Pharmaceutical**

**September 2015 – March 2018**

- Developed a Customer Search Tool built on Ruby on Rails and hosted on Heroku platform and integrated with Salesforce using REST API and heroku connect.
- It is used for searching the customers through multiple filters. It also included access management involving the access revoke of users after 6 months.
- It involved email alerts, scheduled classes, workflows, etc.
- Worked on the coding part from the Salesforce side and created schedulable classes for access management of the Tool.
- Development work involved creating objects, workflow rules, triggers, etc.
- Worked on the integration part of the tool with Salesforce using Restforce gem of Rails.
- Worked on understanding the customer requirement and development

**Tools & Technology :** Ruby On Rails, Heroku, Heroku add-ons, Salesforce and Postgres.

## EDUCATION

Degree/Examination	Institution(Board/University)	Year of passing	Percentage
Bachelor of Technology (Computer Science and Engineering)	Bundelkhand Institute of Engineering and Technology, Jhansi	2015	83.19%
Intermediate	Sir Padampat Singhanian Education Centre, Kanpur (CBSE Board)	2011	85.00%
High School	Sir Padampat Singhanian Education Centre, Kanpur (CBSE Board)	2009	90.33%

## Personal Details

- Linguistic Skills : English and Hindi
- Gender : Female
- Marital status : Single
- Nationality : Indian
- Date of Birth : 4th January 1995