7x Certified Salesforce Consultant

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Total Experience: 5.6 years

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Career Goal

Passion to learn and strive to achieve goals day by day. Getting better stronger at all possible regions to keep the ignition on. Adapt the best approaches to understand and translate business into technical requirements and forward into end customer Business Application. Responsible for analysing company processes, developing CRM Workflows, and adapting applications for business needs. Excellent understanding of Force.com platform both configuration and customization with strong communication skills.

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Skills

Apex - Apex Triggers, Apex Classes, Apex Test Class, Asynchronous Apex, Schedulable Apex, Batch Apex, Apex Integration Services, SOQL/SOSL.

Lightning - Lightning Component, Inter Component Communication, Lightning Data Service, Lightning Design System, Lightning Application, SLDS, Lightning Design System, Lightning Events.

Lightning web components (LWC)

Process Automation - Formulas and Validation Rule, Process Builder (Lightning Flow), Workflow Rules, Approval Process, Flows (Visual Workflow).

Configuration - Creating Fields, Objects (Data Modelling), Schema Builder, Profiles / Permission Set, Schema (Object Relationship), Roles, Record Types, Page Layouts, Field Set, OWD, Sharing Rules, Change Sets, Data Loader, Lightning App Builder, Reports and Dashboard.

IDE's - Eclipse IDE, Visual studio code.

Others - HTML, CSS, JavaScript, Bootstrap, jQuery

Soft Skills - Strong Verbal and Written Communication, Quick at Business Understanding, Good Listener, Team Player, Quick Learner.

Experience

Satmetrix / Engineering intern Implementation (Professional Services) (0.7Years)
December 2016 - July 2017, Bangalore
Worked on integrating Satmetrix products with salesforce and MS-Dynamics using Informatica cloud.

Ceptes Software PVT Ltd (PWC client location)/ Software Developer (3 Years)
July 2017 – June 2020 Bangalore.

HCL Technologies (IRM Client Location)/ Salesforce consultant
June 2020 – April 2021,Bangalore.

Fujitsu/ Salesforce Technical consultant
May 2021 – July 2022,Bangalore.

Projects

Project Name: Satmetrix product integration with Salesforce
Duration: Dec 2016 – July 2017
Role: Salesforce connector/ Salesforce integrator
Project Description: Worked on integrating Satmetrix product with salesforce using Informatica cloud.
Responsibilities:
- Involved during the design and the functional specification development phase.
- Development of the application components using the Informatica cloud and salesforce admin.
- Creation of various users/profiles and roles in the sandbox for testing the application.
- Create and maintain the use cases of the functionality and update as and when the requirement changes.
- Be part of the DEV and the UAT deployment of the application.
- Test data creation for the required testing.

Technologies/Tools Used: Apex Data Loader, PB, Workflows, Email Updates, Informatica cloud.

Project Name: Smarteeva
Duration: Sept 2017 – June 2018
Role: Lightning developer
Project Description: Worked on creating Troubleshoot application by using Salesforce as a platform. Application was totally built on a Lightning framework which is mobile compatible. Includes both Admin and User App. Where in the Admin app we can configure various questions related to the medical device. Which will be used by the User app to troubleshoot the device problems.
Responsibilities:
- Development of the application components using the Lightning components.

- Unit testing of the application, test class creation and creation of the beta packages for testing.
- Fix bugs reported and update the tickets.
- Work collaboratively with the team.

Technologies/Tools Used:
Apex & Visualforce, VS Code, DevOps, Eclipse IDE, SOAP & REST API, Lightning framework, JQuery, Custom Settings, Objects, Visualforce Email Template, Page Layout.

Project Name: Aspen Complaint and Management System
Duration: Aug 2018 - Sep 2019
Role: Delivery Consultant
Project Description: ADD's current complaint management system, Innovative Quality (iQ) is no longer supportable by the vendor, Dassault. The current support from AQR will be provided through 2017. ADD must transition to a new system to maintain continuity of complaint management, medical event reporting, and related processes to avoid excessive business and financial risk associated with use of an unsupported system.

The objective of the ASPEN project is to replace the existing ADD and AMD Complaint Management Systems with 123Compliance (123C), a software based on the Salesforce.com platform. This project charter is specific to implementation of 123Compliance, thereby having an improved data management, quality decision making and audits and enhanced speed and reliability of a cloud-based solution.

Responsibilities:
- Developed application components using agile development methodology.
- Part of the daily and weekly scrum meeting to discuss the requirement and updating the project plan and documenting as per the new changes.
- Creation of various users/profiles and roles in the sandbox for testing the application.
- Had been a part of the DEV and the UAT deployment of the application.
- Coordinate with the client manager and the development team as and when required.

Technologies/Tools Used:
Apex & Visualforce, VS Code, DevOps, Eclipse IDE, SOAP & REST API, Lightning framework.

Project Name: Global CRM
Duration: Sep 2019 - May 2020
Role: Associate Consultant
Project Description: PWC internal sales and marketing cloud based CRM tool. It consisted of marketing, sales cloud.

This tool mainly controls all the PWC's customers marketing and sales related activities. Multiple external systems are also connected to the CRM tool like D&B. Project is mainly developed on Lightning platform(AURA). It's an ongoing project from 2016. PWC has offices all over the globe, this project is used across multiple countries around the globe.

Responsibilities:
- Development of the application components using the Lightning components
- Worked on the enhancements and defect fix.
- Taking care of deployment activities.
- Communication with testers and business people.

Technologies/Tools Used:
Apex & Visualforce, VS Code, DevOps, Eclipse IDE, SOAP & REST API, Lightning framework.

Project Name: CRM Platform
Duration: June 2020 – April 2021
Role: Salesforce Consultant
Project Description: Iron Mountain is using salesforce CRM since last more than 10 years and have implementations in Sales/ Service cloud. The implementation spreads across multiple Apex classes and Controllers to an Intelligent Sales platform(s), I was part of the Platform Engineering team that in refactoring and optimizing the CRM platform for implementation across the globe, migration from classic to lightning, implementation of new features, app exchange products

Responsibilities:
- Development/refactoring of application components using agile development methodology using the Salesforce best practices.
- Sales Cloud/Service Cloud Enhancements and Production defect fixes.
- Coordination with the Testing, Deployment/Support Team and Business users for requirement clarification, test case creation, UAT, Deployment activities.

Technologies/Tools Used:
Apex & Visualforce, VS Code, DevOps, Eclipse IDE, SOAP & REST API, Lightning framework.

Project Name: Mars canada
Duration: May 2021 – July 2022
Role: Salesforce Consultant
Project Description: Mars Canada Ltd is the Canadian division of Mars, Incorporated, a privately held multi-national company and a world leader in food, pet care products, and confectionery products.
We had built a salesforce based tool to replace SAP system.

Responsibilities:
- Development/refactoring of application components using agile development methodology using the Salesforce best practices.
- Force.com customization and admin work.

Technologies/Tools Used:
Apex, Aura & LWC VS Code, DevOps, Eclipse IDE, SOAP & REST API, Lightning framework.

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Education

Kristujayanti college Bangalore / MCA - 84%
Batch of 2014, Bangalore
St Joseph's college / BCA - 69%
Batch of 2011, Bangalore
St Joseph's PU college / X II- 58%
Batch of 2010, Bangalore
Army public school / X - 80%
Batch of 2008, Bangalore

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Certifications

Salesforce Certified Administrator- June 2020

Salesforce Certified Advanced Administrator- June 2020

Salesforce Certified Platform App Builder- June 2020

Salesforce Certified Platform Developer I- June 2018

Salesforce Certified Platform Developer II- June 2020

Salesforce Certified Sales Cloud Consultant- June 2021

Salesforce Certified CPQ Consultant- March 2022