Ramesh Gupta
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Career Objective:

I aspire to contribute my skills and knowledge within a dynamic and stimulating work environment at a goal-driven organization. I am seeking a company that values ambition and professional development, allowing me to thrive and make meaningful contributions that drive the continuous growth and progress of the organization.

CARTIFICATION DETAILS:

o   Platform Developer I

o   Platform App Builder

Experience Summary:

- Having total 4+ year of experience and relevant is 3+ years of experience in Customization and Implementation of business applications using Salesforce platform.
- Good experience in Lightning Web Component, Lightning Data Services, Server call by @wire and Imperatively, Custom Event and Lightning Messaging Services.
- Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and Force.com
- Hands on experience in Programmatic features like Apex Triggers & Classes, Asynchronous Apex (@future, Queueable, Batch, Schedule).
- Have worked on configuration and customization of administrative tasks like Page layouts, Record Types, Roles and Profiles, Data Security Model, automation tools like Work flow, Process Builder, Lightning Flow Builder.
- Proficient knowledge of Governor Limits. Experience in optimization of code in accordance to the governor limits.
- Basic Knowledge of Rest Api Callouts & OAuth 2.0.
- Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
- Good Communication and interpersonal skills, Effective Team Member.
- Dedicated team player with excellent Analytical and Presentation Skills.

Technical Skills:

CRM	Salesforce
Programmatic Features	Apex Programming Language
Declarative Features	Lightning Flow Builder, Process Builder, Work flow, Approval Process, Validation Rule.
Web Development	Lightning Web Component, HTML, CSS, Java Script
Database	SOQL
Tools	Developer console, VS Code.

Professional Experience:

Organization – Verve Digital Technologies Pvt Ltd., Pune
Duration: Aug 2019 Till date.
Application Admin: Aug 2019 to Sept 2020
Software Engineer: Oct 2020 to Till date

Project Experience:

Client: AIG (American International Group)
Duration: Oct 2021 to Till date
Description: Commercial Vehicles Insurance Policy Management and stream line the Claim Process.

Responsibilities:

- Build Custom Lightning Web Components with Wire & Imperative, communication approaches such as Custom Event, LMS as per client requirement.
- Worked in Agile Model and Closely worked with the BA team to resolve the issues and enhance the functionalities.
- Working as Salesforce Case Management with salesforce Standard functionalities such as Web-to- case, case Assignment Rules, Escalation Rules, Auto response Rules.
- Created and Updated Apex classes, Triggers, Flows, Permission sets, public Groups, Batch classes as per user needs and developed codes that were in accordance with specifications.
- Worked on Approval Process with Approval actions automatically calling Approval Process by Lightning Flows.
- Share Record with roles by means of Sharing Settings to meet the conditional requirements.

- Building Email Templates & Email Alerts as per Requirement.
- Daily basis communicates with Team Lead and Customer Operational Manager to identify the issues and find out the areas where potential improvement required.

Client: (Echo Global logistics)
Duration: Oct 2020 to Sept 2021
Responsibilities:

- Defined relationships on the objects to establish connectivity among objects.
- Automating business process with the help of Process Builder, Work flow, Approval Process, Validation rule.
- Worked on Lead Management in Sales Cloud by creating web-to-lead, Assignment rule, Auto Response rule, Lead Conversion Process and setting up validation rule and formula field to validate the data.
- Worked on Data Security Model using Profiles, Permission sets, roles, and Sharing Settings to ensure safety of data
- Handled configurations related requirement related to Process Builder and Lightning Flow Builder and taking care of Data Security Model to ensure security and safety of data.
- Used SOSL and SOQL with consideration to governor limit for data manipulation needs of the application.
- Developed the Business logic using Apex classes, Asynchronous Apex, Apex Triggers for various functional needs in application.
- Designed LWC Component for UI using Salesforce Lightning Design System as per client requirement.

Previous Experience: (Apart From Salesforce)

Role: Business Application Admin
Duration: Aug 2019 to Sept 2020
Responsibilities:

• Actively contributed my all efforts for BA Basic service (Business Application Service).
• Worked on tracking CMDB updated data of BA Basic application servers and maintained in excel sheet to follow the updated Application Data as per requirement.
• Worked on FTP related task.
• Always involved in Weekend Activities like Prod/Non-Prod patching.
• Responsible for creating KB (Knowledge Articles) for Application.
• Expertise in Addressing all types of tickets/mails without any delay & resolved all tickets within agreed SLA.

• Once found any alerts or symptoms related to application issue, actively used to spent time to analyze the issues and focused on solving problems before user report the issue.

• Always proactively updated/informed to customer on any unexpected changes in scheduled process within timeline for avoiding any kind of critical situations.

• Focused on monitoring/doing applications health check as well-handled ticketing tool to ensure there will be no ticket breaches.

• Timely reported all updates to the team/lead on any customer related queries & requests and acted without any delay.

• Created good collaboration with own team and others internal teams for problem resolution/support/suggestion.

• Completed all the assigned task within timeline and never back out from my responsibilities.

• Proactively worked on SOPs review and accordingly updated it with new changes.

Education:

- (B.E.) Bachelor of Engineering from RGPV University, Bhopal.