ALANKRITA SAXENA

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PROFESSIONAL SUMMARY

Salesforce Professional with 7 years of total experience in industry and have experience in Salesforce.com CRM, Salesforce platform & involved in various parts of the software development life cycle(SDLC).Managed different business applications and have worked in Financial service cloud , sales cloud and service cloud . Had carried many automations and deployments per business requirements .worked with many onshore clients in delivering the successful results .Certified salesforce administrator and salesforce platform developer 1 certified .

SKILLS

- Salesforce Development, Salesforce Administrator,.
- Salesforce Platforms: Financial Service cloud , sales cloud , Service cloud. .
- APEX , Apex classes, Triggers , LWC .
- Tools : ANT migration tool , VS code ,JIRA , BitBucket , COPADO , Visualforce Pages.
- Dataloader, Workbench , SOSL and SOQL.

WORK HISTORY

Accenture - *Salesforce Development Lead*
Noida • 12/2023 - Current

- As a Team lead Handling various applications in salesforce platform for sales , CPQ and service cloud requirements.
- Handling the configuration and customization tasks and provided the best possible solution to the client for salesforce Requirements.
- Contributing to Agile and Scrum methodologies to carry out smooth functioning of the business requirements . Using various tools liken VsCode, Jira, BigBucket and COPADO to Work on various customizations and enhancements existing in Salesforce to Automate Business Processes.
- Working on APEX , Triggers ,VF Pages, LWC and Lightning Pages.
- Ensuring the user stories are always completed within sprint quarter.
- Adapted workflow to meet need business needs.

Tata Consultancy Services Limited - *Salesforce Consultant*
Noida • 09/2021 - 12/2023

- · Providing customization and configuration as per business requirement in salesforce platform for Sales , Financial Service cloud and Service Cloud.
- · Worked for Australian Client as a salesforce developer in agile environment.
- · Developed and Customizing salesforce.com application based on business needs. Worked on APEX classes , LWC and VF pages for various customizations and enhancements .
- · Worked on creating sandboxes , staging environments. Deployed and validated codes in production and in testing using change sets , ANT migration tool , VS code and COPADO .
- · Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service. Implemented Record-Level and Field-Level security

EDUCATION

Greater Noida Institute Of Technology
07/2016

Computer Science: B.Tech

CERTIFICATIONS

- Salesforce Certified Administrator Certification.
- Salesforce Financial cloud.
- Salesforce Platform Developer (PD1) certification .
- ITIL V3 Foundation.

and configured their sharing settings.

- · Involved in platform authentication patterns like SAML , SSO and OAuth , maintaining Public Groups. Worked on certificate renewals and installations..
- · Worked on data migration from databases to SFDC using Data Loader.
- · Managing team and gave training to the new joiners. Formulated different salesforce releases , impact assessments every quarter .

NTT DATA Services - *Salesforce System Administrator Analyst*
Noida • 02/2019 - 08/2021
· Salesforce Admin and experienced which involves Performing all tasks related to the day-to-day operations, gathering information , analysis, design & enhancement of projects in Salesforce
· Experience in creating Custom Objects, Custom Formula Fields, Field dependencies, Relationships, Pick-lists, Custom Tabs, Validation rules, Work Flows, Approval Processes, Page Layouts, Search Layouts to meet the client's requirements and functionality
· Experience in SDLC Administrative tasks like creating Profiles, Permission Sets, Roles, Users, Record Types, Email Services, Reports, Dashboards, Tasks and Actions.Assisting user related issues .

NTT DATA Services - *Data Center Operation Analyst*
Noida • 03/2017 - 01/2019
· AS400 - monitoring job flow, IPL procedures, alerts.
· Worked on Data Replication Tools such as MIMIX , SECURITY OPERATIONS , system integrity, security, backup, reliability ITSM Tools like Remedy and SERVICE NOW (working on Incident management, Change management, Problem management and Request Tasks).

ACCOMPLISHMENTS

- Rewarded as India Delivery Excellence Awards in NTT DATA in the whole Infrastructure team .
- Been a top performer and highest rated ranker twice in organization in our team .
- Received best contributor award .
- Scored top 12% (88 percentile) in 12th National Industry Targeted Aptitude Test.