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SUMMARY:

- Associate Consultant with over 5+ years of overall experience in Software Development including System Study, Analysis, Design, Development, Deployment, Integration, Testing, Maintenance and Documentation
- Overall, 3 years of experience in Salesforce Development, Administration, and Implementation Technology Solutions that includes in Salesforce.com and Force.com.
- Good knowledge of Apex Programming, Aura Components, Visual Force Pages, Triggers, Custom Objects, Standard Objects, Reports, Dashboards, Workflows and Approval process
- Good Knowledge on Salesforce CRM fundamentals, Sales, Marketing, Content management and Customizations
- Extensive experience in developing Visual Force Pages/Controllers/Components
- Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
- Performed customization using Apex and Visualforce.
- Experience in Functional Testing, Interface Testing, Creating Test Plan / Test Cases, Test Case Execution, Defect logging and Tracking, SDLC Life Cycle
- Strong knowledge and experience in Administration, Management and Production Support, including deployment and migration activities from Development through to Production
- Created work-flow rules and defined related tasks, email alerts, and field updates
- Planning, managing, supervising work complying with CQA and Quality Management Systems (ISO 9001, ISO 20000, ISO 27001)
- Excellent knowledge of Agile & Scrum development
- Experience in creating SOAP request and making a WSDL call
- Experience in implementing SOA using SOAP and REST web services
- Experience in working with RESTFUL web services
- Comprehensive knowledge of agile software development cycle

- Having experience in SFDC, ASP .Net C#, MVC, JavaScript, TFS, Service Virtualization, Splunk Logging etc.
- Participating in regular and weekly project status meeting with team members as well as regular interaction with clients (US-based).
- Self-motivated individual and a good team player with good analytical skills.

PROFESSIONAL EXPERIENCE

- Currently working at IBM India Pvt. Ltd. as Package Consultant
- Worked as Associate Consultant at Atos Syntel.
- Worked as Associate Consultant at Syntel InfoTech Ltd. in Manila, Philippines.

TECHNICAL SKILLS

- Excellent in Sales and Service Cloud Platform
- Excellent in Apex, Aura Components, ASP .Net C#, HTML
- Excellent in Design, development, Unit Testing, troubleshooting and debugging of the software
- Worked on creating the custom reports and dashboards
- Completed the trailhead admin and developer beginner module
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files
- Implemented security and sharing rules at object, field, and record level and created roles for Support agents and managers. Created various profiles and configured permissions for the business users according to the organizational hierarchy
- Managed project deployments and rollouts using agile and waterfall methodologies

Project Handled: ABC CRM

Client : US based Pharmacy Company
 Role : Package Consultant
 Duration : April 19 – Present

Description: A Salesforce service cloud-based application which has been developed, configured and customized on salesforce.com which helps agents support quick and efficient, Implemented with Service cloud features with many communications channels be it web, email, phone, web or mobile live agent chats, social media, community sites and even video chats. The Application brings cases from all these channels into service cloud, Omni-channel and intelligently route them to appropriate agent based on preset-conditions.

Roles & Responsibilities:

- Business process analysis, requirement specification gathering, analysis and documentation.

- Developed application modules with Aura, Lightning components and Communities.
- Developed custom application in Salesforce lightning components, lightning design system.
- Developed Proof of Concepts and design prototypes for requirement and design validation with the stakeholders.
- Performed data migration using Salesforce.com Data Loader
- Implemented Integrations with REST/ SOAP and other integration mechanism

Project Handled: Humana CRM Application

Client : US based Pharmacy Company
 Role : Package Consultant
 Duration : Aug 17 –April 19

Description: A web-based application which has been developed, configured and customized salesforce.com CRM that has the right balance of functionality and automation to streamline various business processes to support the Humana insurance system to be a market leader and differentiator in terms of customer engagement and satisfaction in phased manner.

Roles & Responsibilities:

- Develop and Design Apex code, Visual Force Pages and Controller classes for the all the Levels of applications
- Design of workflows, Validation rules and Email alerts as per the User Stories
- Creation of Web Services in C# to integrate our internal systems
- Developed various Custom Objects, Tabs, validation rules on the Fields and Visual Force Pages
- Develop Time Based Triggers as per the functional requirement
- Involved in writing Several Triggers, Visual force pages and Apex Controllers
- Involved in Customization of several pages’ design, workflows and approval processes

Project Handled: Humana IVR Application

Client : US based Insurance Company
 Role : Developer
 Duration : Jul 15 - Aug 17

Description: A telephony system application designed to interact with caller in English and Spanish Language, gathers the required information through spoken words with voice recognition and routes the call to appropriate recipient.

Roles & Responsibilities:

- Worked on end to end development and testing of IVR and ASP .Net based web application.
- Responsible for Application deployment to various test and production environments
- Developed application using Convergys IC 9.0, C# .Net, Avaya Aura Orchestration Designer, ASP.Net MVC 5 and IBM DB2
- Incorporated Non-Functional Requirements including Logging, caching
- Implemented effective log management using Splunk and DB2 logs bringing efficiency to Log monitoring for the application post warranty
- Check that the group maintains proper documentation of tasks done at offshore that can be helpful for future reference
- Functional & Technical assistance to team members
- Coordinating SIT/UAT
- Review work products of peers

ACADMIA

- Bachelor of Technology in Computer Science with 66.6% from DVSJET, Meerut

ACHIEVEMENT AND ACTIVITIES OF INTEREST

- Salesforce Certified Platform Developer 1
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Copado Certified Administrator
- Certified Agile L1 and L2(Syntel Certification)
- Attended training in Scrum Process (Syntel)
- Acknowledged with certificate for excellence shown for smooth, successful development and deliveries of projects (Client - Humana)

Personal Dossier:

- Nationality : Indian
- Date of Birth : 27th Nov 1992
- Current Address : Plot number-125, Big India Chowk, Nigdi, Pradhikaran, Pune
- Tel (Res.) : +91 8171882112
- Marital Status : Single
- Languages Proficiency : English, Hindi, Punjabi and Marathi