

*Shreya Agrawal*



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### ***Professional Summary***

- IT experience about **7.4 years** in Salesforce.com CRM Platform.
- Worked closely with the client at Onsite in client location in **Melbourne, Australia** for 3 months.
- Extensive experience in activities related to **SFDC, Salesforce.com Setup, Configuration, Customization, Rest Integrations, Administration, Vlocity, Data Migration, Unit Testing** and **migration of code** as well as meta data from one **sandbox to another and also to production**.
- Hands on experience in designing of **Lightning Web Components, Lightning Components, Apex Classes, Triggers, Batch Classes, REST web services** including **Continuation Callouts**.
- Worked on **Genesys CTI Softphone Application, Einstein Bots, Live Chat and Omnichannel Implementation**.
- Trained on **Vlocity Developer Essentials** with **Certification**.
- Hands-on experience in **APEX coding, Vlocity Omniscrypts, DataRaptors & Vlocity Integration Procedures, Vlocity UI Templates**.
- Worked extensively on the **Salesforce Communities**, its setup, creating **Community pages, page Variations, Content Management**, adding **Lightning Components and Lightning Web Components** into CommunityPages.
- Worked with **Custom Objects and Standard Objects, Custom fields, Custom tabs, Custom Labels, Custom settings, Custom MetaData Types, Remote Site Settings, Named Credentials, Static Resources, Console components, Translation Workbench, Embedded Service Deployments**.
- Extensive experience on working with **Profiles, Permission Sets, Roles, Record types, Role based page layouts, Data Categories, Knowledge Articles**.
- Extensively involved in Requirement gathering, Solutioning, Code optimization, Code migration, Production Deployments, and Bug Fixes.
- Worked with the **Apex Test Classes** & wrote the **SOQL** queries to retrieve the data for different purposes.
- Worked in both **Lightning experience** as well as **Classic Experience**.
- Experience on different Deployment methods like **Change Sets, ANT Tool, Force.com migration tool, Bitbucket & Jenkins, Azure, VS Code**.
- Experience in data transfer using **Data Loader, Data Import Wizard and Workbench**.
- Experience in **Formula Fields, List Views, Queues, Dependent fields, Validation rules, Workflows, Process Builders, and Approval Processes, RollUp Summary Fields**.
- Worked with the designing of **Security and sharing rules** at object, field, and record level. Created various profiles and configured the permissions based on the organizational hierarchy.
- Worked with various Salesforce.com objects like **Users, Accounts, Contacts, Leads & Opportunities, Order, OrderLineItems, Knowledge Objects, Chatter Objects**.
- Conducted **Salesforce training sessions** for the practitioners from different domains.
- Interviewed multiple candidates as part of the **Salesforce Recruitment Panel** in **Deloitte**.
- Very Curious and passionate about learning new things in whatever area possible, possess good verbal and written communication skills.
- Ability to work in a team environment, along with an ability to manage one's own task, Lead the team and deliver on goals.
- Excellent interactive skills and keen on taking initiatives and have good problem-solving ability.



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### Educational Qualifications

Degree /Certificate	College/University	Year of Passing	CGPA/Percentage
<b>B. Tech (ECE)</b>	Lovely Professional University	2015	8.39
<b>XII</b>	Kairali School (CBSE)	2011	77.4
<b>X</b>	Kairali School (CBSE)	2009	92.6

### Career Profile

Dates	Organization	Role
<b>Mar 2020-Till Date</b>	Deloitte Consulting United Limited	Senior Consultant
<b>Aug 2018-Feb 2020</b>	Infosys Limited	Associate Consultant
<b>Nov 2015-July 2018</b>	Cognizant Technology Solutions	Programmer Analyst

### Technical Skills

- Language : Apex, Visual force, Javascript , Aura, C, C++, Core Java
- Tools : VS Code, Eclipse, Xilinx ISE, Salesforce Data Loader, Import wizard
- Web Technologies : HTML
- DBMS : SOQL, SQL

### Certifications

- Salesforce.com certified **Administrator**.
- Salesforce.com certified **Platform Developer I**.
- Salesforce.com certified **Sales Cloud Consultant**.
- Salesforce.com certified **Community Cloud Consultant**.
- Vlocity certified **Platform Developer**.

### Achievements/Awards/Leaderships

- Received 2 **Spot Awards** by Deloitte for additional contribution towards the firm initiatives.
- Received 2 **Applause Awards** by Deloitte for my performance in the Project in 2020 and 2021.
- Based on Client request, deputed to **Melbourne, Australia** at **Onsite**.
- Got appreciated by clients and leads for my performance and dedication towards the project.
- Received the **Woman Achiever Award** by Infosys in 2019
- Received 3 **Insta Awards** by Infosys for my performance in several quarters in 2018 and 2019.
- Awarded as the **Assimilator of the Quarter** by Cognizant for my performance during Q3,2017.
- Awarded as the **Champion with a purpose** by Cognizant Outreach for my contribution in volunteering.
- Led a team of 200+ volunteers to support and coordinate the **National Wheelchair Basketball Technical camp** (22<sup>nd</sup> -26<sup>th</sup> June,2016) and the **4<sup>th</sup> National Wheelchair Basketball Championship** (5<sup>th</sup>-9<sup>th</sup> Nov,2017), both held in Hyderabad.



## Project Details

**1. Project Name** : Genesys Voice Channel Integration

**Client** : Healthcare Client based out of United states

**Role** : Senior Salesforce Developer/ Offshore Tech Lead

**Team Size** : 9

**Description** : This project deals with the Integration of the Genesys Voice Channel with Salesforce along with bringing others Phone Book Features from the desktop application into Salesforce.

### Responsibilities:

- Led a team of 6 Offshore Developers
- Worked on Genesys CTI Softphone Application and its setup.
- Implemented the Phone Book functionality with its different features involving both classic (Visualforce Pages) as well as lightning(LWC) using LWC Components, VF Pages, Genesys event, Salesforce Events, Javascript files, Triggers, classes & test classes.
- Contributed to the design, architecture & solutioning of some major features and requirements.
- Worked on different phases of project starting from requirement analysis, effort estimations, timelines to the final release of reports to the Leaderships.
- Built Integrations involving Continuation REST API callouts.
- Successfully presented the application in front of 80 + delegates, which is now up and running in Production for 3 LOBs.
- Supported the release activities, incident analysis & bug fixes.
- Helped the client to form an incident monitoring support team, trained and upskilled them to analyze and resolve the incident tickets.
- Provided Guidance to dev team members on understanding the requirements & technical implementations.

**2. Project Name** : Community Migration- Discovery and Implementation

**Client** : Healthcare Client based out of United states

**Role** : Salesforce Developer

**Team Size** : 5

**Description** : This project deals with the migration of the legacy community of the company to the Salesforce Community within a short timeframe.

### Responsibilities:

- Was an active contributor from discovery to implementation phase of the Community Migration Project along with migrating 40+ community members from the legacy community within tight timelines and limited resources.
- Worked on the Discovery & analysis of the Legacy community for the migration to Salesforce community
- Provided the Fit Gap Analysis and future scope analysis which helped the clients to understand the scope of the Implementation for the Migration
- Done several POCs in order to understand the feasibilities.
- Helped in the estimation for the duration of the Implementation Phase to have a successful delivery.



**Implementation Phase**

- Successfully migrated 3 Legacy communities to salesforce along with its 40K + members
- Worked on the Salesforce community setup & Implemented features as part of Community Migration.
- Created Several LWC Components, Triggers, classes & test classes to deliver a customized view for the features and functionalities as per the requirements.
- Collaborated with the Front-End Designers to get the proper and expected front end design to the components & community pages.
- Worked as DevOps Manager for the team, handling all the deployment related activities for the project.
- Gave community wise demos to the Client on the implementations.
- Handled the timely deliverables, defect fixes & production support within the strict and short timelines.

**3. Project Name** : Ecommerce-Explore and Buy

**Client** : Leading Australian Telecom Service Provider

**Role** : Salesforce/Vlocity Developer

**Team Size** : 25

**Description** : It is the largest Telecommunication Company in Australia which operates on telecom networks and provides several products and services. This project deals with the Restructuring of Explore and Buy application.

**Responsibilities:**

- Implemented the end to end solution for several features in Ecommerce using vlocity and Salesforce.
- Developed vlocity Omniscrypt, DataRaptors and VIPs, Apex Classes, Test Classes, Visualforce Pages to implement the business logics.
- Worked with the client to understand the user stories and provide solutions if required.
- Responsible for any type of configuration changes in Salesforce.
- Handling the versioning and deployments using the CI/CD Pipeline.
- Worked closely with Testing team in clarifying and resolving any issues.
- Trained many peers and associates on vlocity and Salesforce customization and configuration as per organization needs.

**4. Project Name** : Service Migration

**Client** : Leading Australian Telecom Service Provider

**Role** : Salesforce/Vlocity Developer

**Team Size** : 6

**Description** : This Project deals with the migration of services from the Legacy system to Salesforce.

**Responsibilities:**

- Developed Vlocity Omniscrypt, DataRaptors and VIPs, Apex Classes, Test Classes, Visualforce Pages.
- Worked with the client to understand the user stories and provide solutions if required.
- Responsible for any type of configuration changes in Salesforce.
- Worked closely with Testing team in clarifying and resolving any issues while implementing projects.
- Worked on versioning of the components and code changes using Bitbucket and deployment using Ant, Bamboo, Build Tool, SourceTree.

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**5. Project Name** : Connections SFDC Enrollment

**Client** : A US Based publishing and education company

**Role** : Salesforce Developer /Administrator

**Team Size** : 16

**Description** : This project deals to build a stand-alone registration system with a common registration process for partner schools using Salesforce Communities, Lightning UI, Force.com and Service Cloud components. Providing system for Customer and Enrollment Support to enable inbound and outbound enrollment functions.

**Responsibilities:**

- Responsible for any type of configuration changes & Data model changes tracking.
- Responsible for dealing with Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields, page layouts and upload of data.
- Responsible for Sandbox creation and deployment of the changes in the code or data model from one sandbox to another.
- Responsible for maintaining a sync between all the sandboxes.
- Developed Apex Classes, Test Classes, Validation Rules, Process Builder and Lightning Components for various functional needs in the application.
- Responsible for setting up the community and worked in the logic for creating guest Users.
- Involved in unit as well as end to end User testing.
- Worked closely with UAT team in clarifying and resolving any issues while implementing projects.
- Worked on versioning of the components and code changes using Bitbucket and deployment using Ant, Change Sets & Jenkins as well.

**6. Project Name** : Direct to Customer (DTC)

**Client** : A US based Banking Company

**Role** : Salesforce Developer

**Team Size** : 6

**Description** : A Direct to Customer – Mortgage solution is built as part of banking application to keep track of sales life cycle of loan applications from enquiries to loans processed.

**Responsibilities:**

- Involved in development to implement the business logic in APEX coding.
- Played an important role in client demo and enhancements.
- Responsible for the creation of Workflows and Triggers
- Customization of Salesforce Out of box functionalities.
- Created test classes to validate the scenarios covered by the apex classes.
- Worked with the data loader and data import wizard.