

Payal Agrawal

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Professional Summary

- Working as a **Salesforce 4X Certified Developer** in Tata Consultancy Services, Noida having 5 years of experience in development, analysis, design and application in **salesforce.com**.
- **Salesforce Official Noida Women In Tech Group CO - Leader**
- **Having experience in Migrating from Salesforce Classic to Salesforce Lightning**
- **Customer Support, liaising directly with the clients on a daily basis.**
- Experienced with Administration, Configuration, Customization, Development in Salesforce.com
- SFDC Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers.
- Experience in SFDC related technologies such as Apex, Lightning Components.
- Extensive experience over creating workflows, approval processes, validation rules and sharing & security rules.
- Working Knowledge in Generating Reports, Dashboards, and customized reports and analyzing the data in SFDC.
- Used different data tools – Apex Data Loader, Force.com, Import Wizard, SFDC Data Export, and Mass Delete.
- Written Apex Test methods to maintain code coverage.
- Experience in managing Full sandbox, developer sandbox and Configuration-only sandbox...
- Experience in writing the SOQL and SOSL.
- Hands on experience with Apex Language, Apex Trigger, Apex Class, Apex Test Methods, Apex Web Service, Visualforce Pages, Visualforce Components & Controllers, Lightning Components.
- Excellent team player and execute tasks under less supervision.
- Committed to excellence, self-motivator, quick-learner, diligent, team-player, and a prudent developer with strong problem-solving skills.
- Good in troubleshooting and understanding client's requirements.

Certifications:

- **Salesforce.com Certified Administrator (Certification Number -3419444)**
- **Salesforce Certified Platform Developer I (Certification Number- 16819559)**
- **Salesforce Advanced Administrator (Certification Number- 20271603)**
- **Salesforce App Builder (Certification Number- 20893677)**

Professional Experience:

Tata Consultancy Services

Feb 2018- Till Now

ITA

Project:-Telia-Finland

Salesforce configuration, Apex, Lightning Component.

Description:- Worked on a project telecom project.

Salesforce Developer

Project: Adecco - Japan

Salesforce configuration, Apex, Visualforce, Batch apex, Integration, JIRA.

Description:- Worked on a project for one of the leading recruitment clients across the globe. I have worked on the candidate module part of the project where my role is to work on the backend functionality of the candidate which includes writing batch, scheduler and apex trigger. Also worked on API to integrate data with external systems working on JIRA tickets to fix bugs in ITA and ITB testing phase.

Hytech Professional, Noida

September 2015 –Feb 2018

Salesforce Developer

Project: CollectRx

Collect Rx provides services that help providers maximize reimbursements on out-of-network bills, reduce the need to collect large balances from patients on these bills, and eliminate the hassle factor of dealing with the insurance companies. Collect Rx has delivered proven results for more than 1000 providers all across the nation. The first phase of the CRXISelect project will serve to map and track the steps necessary to complete the CRXISelect process today. This labor intensive process requires communication between the Sales and Analysis teams.

In many ways, the CRXISelect process is like a queuing system where one party (typically a member of the Sales or Analysis teams) is required to take some action in order to move the process forward. Thus, for every CRXISelect process the following data must be captured: Account manager, Team, Milestones.

Responsibilities:

- ✓ Implemented security & sharing rules at object, field, and record level for different users at different levels of organisation
- ✓ **Lightning Migration from Salesforce Classic and roll out Lightning to all users**
- ✓ Implemented process builder, workflow for automated business process.
- ✓ Also created various profiles and configured the permissions based on the organizational hierarchy.
- ✓ Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation & Email Alerts.
- ✓ Worked on the designing of custom objects, custom fields, role based page layouts, custom Tabs, custom Reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
- ✓ Involved in coding Using Apex classes, controllers and Triggers, Web Services to enhance application functionality.
- ✓ Involved in Creation of Visualforce pages.
- ✓ Developing all types of real time reports & Dashboard for applications.
- ✓ Involved in writing the custom validation rules, formula etc. as per requirements
- ✓ Used the sandbox for Testing and migrated the code to the deployment instance after testing.
- ✓ Migration from sandbox to production and force.com IDE.

3. Project: SiteCraft – SteelBrick CPQ

SiteCraft serves a wide range of industries including; Manufacturing, Logistics, Distribution, Mining, Defense, and Government Organizations and made a global footprint by providing the excellent level of customer services. In order to keep in pace with the existing growth and to serve more, our client required a platform that could help them work closely with customers, developing and maintaining mutually beneficial and long term relationships. SiteCraft manages immense renewals, contracts, sales quotes and invoices for the customers regularly. They required a solution that could allow them to send opportunities calculating total amount, discount and other necessary details.

They had an ERP system for processing the discounts and other calculations. Simultaneously, conversations were managed via emails back-and-forth. We helped them with the Salesforce CPQ solution which had been sales process re-engineering for their organization. The solution not only offered the seamless gateway to calculate pricing and quoting precisely, but also eliminated human errors enhancing the productivity.

Responsibilities:

- ✓ **Configured CPQ solution with Sales Cloud**
- ✓ **Automated quote generation solution and deals processing system**
- ✓ **Automation of activities for Sales Rep to close deal fast**
- ✓ Configured Salesforce and NetSuite ERP for data sync and automated generation of Sales Order
- ✓ Implemented process builder, workflow for automated business process.
- ✓ Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation & Email Alerts.
- ✓ Involved in coding Using Apex classes, controllers and Triggers, Web Services to enhance application functionality.
- ✓ Involved in Creation of Visualforce pages.
- ✓ Developing all types of real time reports & Dashboard for applications.
- ✓ Involved in writing the custom validation rules, formula etc. as per requirements
- ✓ Used the sandbox for Testing and migrated the code to the deployment instance after testing.
- ✓ Migration from sandbox to production and force.com IDE.
- ✓

GMR Raxa:

Raxa Security Services Ltd., Bengaluru, company offers consultancy services for integrated security solutions and provides manpower and technical security to Industrial and Business Establishments.

Raxa Security Services Ltd., is set up with a Mission "To make our customers safe and secure through world-class security solutions", with a Vision "To be a leader in the safety and security Industry in thought and in action to provide secure and safe Industrial environments, thereby facilitate economic growth by deploying highly trained personnel and supporting them with the most advanced equipment and technologies".

Responsibilities:

- ✓ Worked on the designing of custom objects, custom fields, role based page layouts, custom Tabs, custom Reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
- ✓ Involved in coding Using Apex classes, controllers and Triggers, Web Services to enhance application functionality
- ✓ Involved in writing batch apex
- ✓ Involved in Creation of Visualforce pages.
- ✓ Implemented security & sharing rules at object, field, and record level for different users at different levels of organisation

Educational Qualifications

Name of the Course	Name of the Institution	Board/ University	Year of Passing	Percentage /CGPA
B. Tech.	Apex Institute of Engineering & Technology, Jaipur	RTU	2014	71.90
XII	Tagore Sr. Sec School,Sikar	RBSE	2009	74.67
X	Bright Sun Sr.Sec School,khandela Sikar	RBSE	2007	81.17

Personal details:

Father's Name : Ghanshyam Agrawal
Marital Status : Single
Date of Birth : 18-08-1992
Languages Known : English, Hindi
Permanent Address : ward no.-16,khandela,sikar(Raj.)

I hereby declare that above mentioned information is correct to the best of my knowledge and I bear the responsibilities for the correctness of above mentioned particulars

Place: Noida

(Payal Agrawal)