



## AMBIKA ARORA

IT Analyst



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New Delhi



### TECHNICAL SKILLS

Apex class, Apex triggers, Batch class, Test class

Visualforce pages and components

Profile changes, field level security, permission sets, custom settings

Validation rules, workflow, process builders, approval process, email templates

Lightning components and controllers



### CAREER OBJECTIVE

To be part of an organization in a challenging environment that brings out the best in me for the prosperity of the organization and evolve me as a better professional throughout my career.



### EXPERIENCE

#### Tata Consultancy Services

IT Analyst

26/06/2015 - 31/12/2019

Salesforce Developer

#### Uber

Salesforce Consultant

01/01/2020 -

Salesforce Administrator II



### EDUCATION

#### Sastra University

MCA - Computer Applications

70

2018

#### Ram Lal Anand College, University of Delhi

Bsc(h) Computer Science

67

2015

#### Spring Meadows Public School

CBSE - 12

79.8

2012

#### Spring Meadows Public School

SSC - 10

8.2

2010



### PROJECTS

#### Marsh (US Based Client) Worked as a Analyst

6 months

- Creation/Updation of Design documents (High level design documents, Low level Design documents etc)

- Facilitated the creation of test scenarios and scripts.

- Tested various integration (Moxie Chat, Email Integration, CTI integration)

- Configured Salesforce includes validation rules, workflows, custom labels, profiles and permissions set.

### **Enmax (Canada Based Client) Worked as a Developer**

*1 year*

- Steering the gamut of tasks including Module Design Implementation, Requirement Mapping, assessing and mapping Business Processes with SAP functionality and Documentation, Testing/ Integration Testing with other modules platforms.
- Implemented Lifecycle Reminder Subscription through apex class, flow and report.
- Replaced the paper Contract through Conga Composer which is document generation with a single click, delivered robust and sophisticated documents with ease. (Implementation of Conga Composer from scratch)
- Configured SFDC workflow rules, Approval process, Custom Objects.
- Strong knowledge and experience in Management and Production Support, including deployment and migration activities from Development through to Production.
- Prepared the internal documents includes functional and technical.
- Defect Fixing.
- Worked with Standard Objects like Accounts, Contacts, Opportunities.
- Implemented picklists, dependent picklists, master-detail and lookup relationship.
- Created workflow rules and defined related tasks, email alerts and field updation.
- Worked on Optimizing the hard-corded URLs for Visual-force pages and Apex class.
- Have done POC on Snap logic.

### **Qiagen (Germany Based Client) Worked as a Administrator/Developer**

*1 year 10 months*

- Worked on Community cloud as a developer(implemented all the profile changes, sharing rule , validation rule in general words worked on configuration changes.
- Providing support to the users by resolving their issues and queries.
- Worked on Exception handling by debugging the code and provided the solution.

- Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader, Enabler Excel and SQL server.
- Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
- Can communicate effectively with clients, working on client facing role and show them that their concerns are important to us
- Have the ability to work both individually and in teams for the duration of a projects life cycle
- Developed reports, dashboards, and processes to continuously monitor data quality and integrity
- Provided high quality support via email and ticket system (SNOW)
- Customize Salesforce.com fields,page layouts, validation rules, workflow rules, reports and dashboards.
- Assist by making change recommendations, technology research and assessments to identify Salesforce solutions for best strategic, functional and technical fit.
- Resolves technical issues through debbuging, research and investigation.
- Worked on visualforce page and apex class to override the standard functionality of creation of Quote Line Item (Quote Optimisation)

### **Qiagen (Germany based client) Disaster Recovery of Salesforce**

*6 months*

- Prepared AS-IS analysis, high level and low level solution design documents and test cases
- Worked on configuring SKYVAA Integration suite for transferring data.
- Configured Single sign-on through ADFS to avoid login authentication by adding username and password.
- Worked at client facing role for one month in Germany.
- Created all business continuity plan related to DR.
- Worked on Advantco for outbound messages from SFDC to SAP PI/PO.

### **Worked as Salesforce lightning developer**

*8 months*

- Worked on service cloud to migrate everything from classic to lightning includes creating lightning buttons, components, lightning record pages, compact layouts, profile, modifying page layouts, lightning page layouts.
- Worked on knowledge migration from end to end activities, creation of new templates to batch classes change and restrictions.

### **Salesforce Consultant**

- Worked on Salesforce Cleanslate project where trying to clean duplicate records for English names and non English names, same location, missing fields by using scripts and Demand Tools.
- Build some validation rules to avoid future issues.
- Working on Account Hierarchy project to streamline all things together.
- Worked on Slack-Salesforce integration for notifications on some actions.
- Work closely with Sales management/ Sales Ops Manager to inspect sales process quality, help them how Salesforce can help them and prioritize improvements.
- Provide day to day support for management of SFDC.
- Attended training for Copado and using Copado in the deployments and also certified Copado developer and admin.
- Worked in integration with Meero app which will help stakeholders to book photoshoot for their restuarant from Salesforce itself and they can track shoot with the status, timings and also would be bale to modify from Salesforce itself.
- Leading a Tier 3 Salesforce support team and helping them with the issues and also for recurring issue try to find the permanent solution.



## **ACHIEVEMENTS & AWARDS**

Star of the month, On the spot award and Service commitment award, Best team award, Technical Excellence Award



## CERTIFICATIONS

Salesforce ADM 201, Salesforce platform developer (PD1),  
Salesforce app builder, Salesforce Service Cloud Consultant  
Copado Certified Administrator, Copado Certified Developer



## PERSONAL PROFILE

Date of Birth : 23/04/1995

Marital Status : Single

Nationality : Indian

Known Languages : English, Hindi