



Deepak

Cognizant Technology Solutions

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PROFESSIONAL SUMMARY

- Salesforce Professional with 5+ years of IT experience specializing in Project Development, Administration. Experience includes Salesforce Customization, UI development in Salesforce. Project platforms include Salesforce.com (SFDC).
- Having **4+ years** of total experience on Salesforce CRM personal.

TECHNICAL SKILLS

- **Configuration:** Record Type, Page Layout, Workflow Rules, Email Template, Roles, Profiles and Permission Sets, Process Builder, Lightning Flow, Approval Process, Custom Settings & Custom Meta Data, OWD, Sharing Settings.
- **Customization:** Apex class, Apex Test class, Trigger, Batch Apex, Queueable Apex, Future Method, SOQL, Rest API (Salesforce Integration), Lightning Web Component (LWC)(Basic).
- **Database:** dB Visualizer 11.0.3, Oracle SQL Developer
- **Tools Used:** Workbench, Data Loader, JIRA

WORK EXPERIENCE

Cognizant Technology Solutions *June 30, 2021 – Till Date* Bangalore, India

Role: Salesforce Project Associate

Projects

1. Mars Antech

Major Contribution:

- Salesforce customization, Hands on coding in Apex classes, Test classes, Triggers
- Worked On **Validation rule**, Workflow rule, **Process Builder** and **Flow Builder**.
- Implemented Data Management activities like bulk import/export/update using **Workbench**.
- Involved in various Production and warranty support, maintenance of the CRM applications.
- Good Knowledge on **Apex class**, **Batch Apex**, **Future Method**, **Queueable class**, **Triggers**, Rest Web Services.
- Developed **Screen flow**, **Record triggered flow** and **Auto launched Flow**.
- OWD **Sharing rule**, Group and Queue management
- Change set preparation and deployment for upper sandboxes (QA, UAT and Prod).

Accenture Solutions Pvt. Ltd. January 24, 2017 – June 27, 2021, Bangalore, India

Role: Application Development Analyst

Major Contribution:

- Designed, and developed the Custom objects, fields, validation rules, Page layouts, Custom tabs as per Business Requirement.
- Setup and maintained Salesforce standard and custom objects.
- Worked on workflows, process builders, email templates, email alerts, sharing rules etc.
- Have developed Apex classes, Apex Trigger: Using Context Variable, Visualforce Pages for various client requirements.
- Have experience in working on SOQL, SQL in general.
- Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Case, Reports and Dashboards.
- Created record types, sharing rules, pick lists and page layout customization to support vital business functions.
- Responsible for all the activities related to configuring Data Import Wizard for uploading data from CSV files into salesforce.com.
- Created Permission Sets against Profile level CRUD and Field permissions and associating it to right users.

KEY SKILLS AND COMPETENCIES

- Proficient at learning new concepts and communicate ideas clearly and effectively.
- Flexible attitude and able to carry out wide range of duties.
- Keen desire to develop own skill sets further through self-learning and training.
- Project delivery under stringent timelines and high pressure.
- Effective communication skills and record for coordination between globally located teams.

CERTIFICATION

- Salesforce Certified Administrator (ADM - 201)
- Salesforce Certified Platform App Builder

EDUCATIONAL CREDENTIALS

- Graduate in the Department of Mechanical and Building Science (SMBS) at Vellore Institute of Technology Chennai with CGPA of 8.23/10 (2012-2016).
- Completed 12th from Kendriya Vidyalaya School No.4 (CBSE), Jalandhar, India with 75.4%.
- Completed 10th from Kendriya Vidyalaya School No.4 (CBSE), Jalandhar, India with 70%.

PERSONAL DETAILS

Name: Deepak
D.O.B: 24th Feb 1994
Gender: Male
Marital Status: Single
Nationality: Indian
Permanent Address: House no- 350/5 Kamal Vihar Jalandhar (144009)