

ANURAG TIWARI

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SUMMARY

- 1.6 years of experience in IT industry in salesforce domain
- Experienced with apex, trigger, SFDC administrative tasks, custom object, test coverage
- Ability to adapt and learn quickly, Having good problem solving skills,result oriented, self-driven, highly motivated, eager to learn new technology, methodologies, and a team player

TECHNICAL SKILLS

Domain specific : Salesforce, visualforce pages, trigger, apex, lightning components

Programming language: python

Web technology : HTML, CSS, Bootstrap

SUMMARY

- Salesforce : Salesforce Certified Associate.
- Udemy certificate: Salesforce full stack development with apex and lightning
- Udemy certificate : Salesforce classic administrator certificate
- Salesforce : NET PARAM technologies pvt. ltd, an IT division of C-DAC ATC, Jaipur
- Training: Python and data science intern and summer training - Exact Techfleeters (OPC) pvt. ltd, Jaipur

PROFESSIONAL EXPERIENCE

Project # 1 :

- ✓ **Title : Hughes Brazil / RoSA at Inadev India Pvt. Ltd. (28 Aug 2021- Oct,22)**

Previously, I was the part of Hughes Brazil Program and we are responsible for Sales cloud operations. We are taking care of partner portal, Self-care(customer) portal and CSR functionality at sales side. In partner portal, a partner user can place the orders, modify the orders and upgrade the orders.

In Selfcare portal, a selfcare user can track the daily/monthly internet usage, can see plans information, do the FAP purchase, upgrade the existing plan and can initiate the termination request. Having ability to self-register via manual information or via Social login(Google/Facebook/Apple), forgot password etc.

- Basic knowledge of **apex class, trigger and visual force page.**
- Having knowledge in SFDC Administrative task like **creating profile, roles, users permission sets,public group, queues.**
- Knowledge of **reports and dashboards**
- Knowledge in **workflow rules and process builder** to automate specific action as per the business requirements
- Worked on **test coverage**
- Creating relationships between the objects **using Lookup and Master Detail relationship.**
- Created users, roles, public groups and implemented role hierarchies, **sharing rules and record level permissions** to provide shared access among different users.

- Created **profiles and implemented Objects and field level security** to hide critical information on the profile users.
- **Implemented Security and Sharing rules** at object, field, and record level for different users at different levels of organization.
- Other Admin features like **Users, Object Relations, Record Types, Formula Fields and Rollup Summary Fields.**
- Proficient in designing of **Custom objects, Custom components, Custom fields, Page layouts, Custom Tabs, Custom Application, Custom settings, Custom Labels.**
- Data Migration in Salesforce using **Apex Data Loader and Import Wizards.**
- Feature support for bug fixes
- Knowledge on **Lightning web component**
- Used SFDX to retrieve and deploy the code.
- Worked on committing the changes on bitbucket using sourcetree.

Project # 2 :

✓ **Title : Insurance Management**

American National Insurance Company, or ANIC is an American multinational insurance corporation. If the user registered insurance policy to this website, those web-to-Leads will get confirmation mail based on which email template has to be send to the lead. These leads assigned to team members based on the list make an appointment. Based on interest they will process that registration form by verification and immediately give the temporary policy holder ID to the user. Then the admin sends the permanent policy holder ID and password to the customer and also send status information about insurance policy to the corresponding policy holder.

- Involved in writing the **Workflows**
- Involved in developing **Visual force pages and Apex classes** as per the requirement
- Creating relationships between the objects using **Lookup and Master Detail relationship**
- Created **Test Class and Workflows**
- Created **Page Layouts to organize fields, custom links on record pages**
- Implemented various advanced fields like **Pick list Fields, Custom Formula Fields and defined Field Dependencies for custom pick list fields**
- **Designed Apex Classes, Controller Classes and Apex Triggers** for Various functional needs in the application
- Worked with **Data Loader, Import Wizard.**

EDUCATION

- Completed Bachelor of Engineering (Computer Science) from JECRC University, Jaipur with 6.7 CGPA in 2020
- Completed senior secondary from Golden Future Public Sr. Sec. School, Indore (MPBSE) with 62.7% in 2016
- Completed Higher secondary from Veer Sanskar Academy, Singoli, Neemuch (MPBSE) with 83.50% in 2014