Pune 🏠
9730385562 📞
akshata.agarwal3@gmail.com ✉

Akshata Agarwal

Professional Profile

• Senior Associate at Cognizant with 6 years of experience in application development & enhancement, service delivery and client relationship management in Life science domain delivering software products and Operational Analysis with Strong Interest in Salesforce Technology.

• Insightful knowledge of C#, PL/SQL, Apex, SOQL.

• Demonstrated Proficiency in independently handling client requirements and delivering the project on time.

●Appointed as Offshore Technical lead, handling team of 6 people and providing KT of all the applications, managing all the activities in team, and completing the project activities within the timelines.

Certifications

- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder

Skills

- Lightning Web Components
- Apex Triggers, Apex Classes, Asynchronous Apex
- SOQL, SOSL.
- C#, SQL, PL/SQL Developer, JIRA

- Experience with ServiceMax Package
- Strong documentation and communication skills.
- Adept at handling deadlines.

- Workflow Rules, Process Builder, Flows, Approval Process.
- Validation Rules, Quick Actions, Custom Buttons, Custom Labels.
- Reports and Dashboards.
- Data Management.
- Data Loader, Workbench, VS Code.

Experience

Associate-Offshore Technical Lead/ Cognizant (2020 – till date)
Project: 3M &KCI United by Purpose - *Life Sciences Domain*

Roles and responsibilities:

- Involved in preparing the estimation, impact analysis, coding, unit testing, peer review of all deliverables, QA support and deployment for the most critical applications- SERVICE MAX, HERO, GENESIS, CLAIM FORM FAX, RSO and VAC Recert, enhancements and appointed as SME for all these applications.
- Involved in the production support activities which involve addressing end user query on application functionality, application data, and data update request by user, assignment of issues to different team, issue analysis and given resolution within the specified SLAs.
- Consolidated and analyzed issue behind integration failures to and from Salesforce based on Informatica and Kafka error logs.
- Administered and maintained Salesforce implementation for 2400 licenses spread across the US/Canada, EMEA and APAC region expanding over the Sales and Service Team.
- Constantly interacted with various Business groups for problem analysis, requirement gathering and consultation over proposed changes/enhancements and successfully delivered several bug fixes and enhancement via CR process.
- Designed Apex Classes/Apex Test Classes, Apex Triggers, Workflows, Process Builders, Flows, Approval Processes, and worked with a variety of Custom Fields, Validation Rules, Record Types, Page Layouts.
- Interacted with other application teams integrated with Salesforce for conflict resolution.
- Preparing RCA documents and all the technical documents for the major issues and rollouts for the application.
- Always utilized my strong analytical and problem-solving skills in delivering fast and satisfactory resolution to customers resulting in a trustworthy and reliable relationship which my customers can vouch for.

● Technical Support Analyst / Cognizant (2017 – 2020)
Project: Acelity, Kinetic Concepts Inc. (KCI) - *Life Science Domain*

- Managed development and implementation and providing L2 support of all the critical applications (HERO, GENESIS, CFF, RSO & VAC Recert) and continuous improvement initiatives across production environment.
- Gathered requirements, defined scopes, allocated resources, and established schedules meeting or exceeding project demands as per business requirements.
- Developed PL/SQL Automations for reducing many manual efforts for the processes.
- Collaborated with audit clients and action owners to apply root cause analysis and establish effective corrective action plans.
- Revised, modularized, and updated legacy code bases to latest development standards, reducing operating costs and improving functionality.
- Developed and tested new product offerings prior to release to assist development team in bug Identification, fixing the bugs identified.
- Designed, implemented, and tested web applications based on requirements and understanding

of industry technical standards.
- Maintained routine communication with clients to improve overall satisfaction to the customers and provide faster resolution in P1, P2 calls.

● Support Analyst / Cognizant (2016 – 2017)

Project: Mylan – *Life Science Domain*

- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Debugged and solved .NET and Oracle technical issues accurately to meet SLAs.
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
- Collaborated with vendors for root cause analysis and resolved application issues.

● Recognition:

- Have received "Certificates of Appreciation" from the Customer.
- Received "The Iron Pillar Award" for going extra mile to implement application healing solution in the month of October 2021.
- Received "The Automation Master Award" for going extra mile to Implement Automation solution in month of October 2021.

● Educational Details:

Qualification	Specialization	Percentage	University/School/College
SSC	Maharashtra state board	85.23	Maharashtra state board/Dastur, Pune
HSC	Science	81.67	Maharashtra state board/Modern College of Science, Pune
Bachelor of Engineering	Electronics and Telecommunication	56.6	Pune University, PVG's COET, Pune
Master of Technology	Electronics and Telecommunication	73.8	Pune University, VIT, Pune