

Ruchika Choudhary

Role: Salesforce Developer

Aim to utilize my skills for the advancement of the company along with personal goals with intention of securing a better professional career with good opportunities.

ruchika10choudhary@gmail.com | +918668787308

Overview :

- 4 years and 10 months experience in Salesforce CRM and delivering projects to clients.
 - Experience in managing different clients and teams.
 - Experience in understanding the business requirements, providing solutions and managing teams.
 - Finding creative ways to solve problems and answer business impactful questions.
 - Ability to maintain professional composure and handle sensitive situations and maintain a high Level of confidentiality.
 - Adequate knowledge of developing workflow rules, approval processes, assignment processes, process builders, flows, pardot, configuring profiles and sharing settings, apex triggers, visualforce pages, apex classes, batch apex, lightning aura components,LWC, REST integration on Salesforce.com
 - Highly organized with the ability to meet deadlines and a smart worker
 - Good communication and interpersonal skills
 - Trained and mentored freshers
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TECHNICAL SKILLSET

- **CRM:** Salesforce.com: Sales Cloud, Service Cloud, Community, FSL Basics, B2Bcommerce basics, Pardot
 - **LANG/TECH:** Apex, Force.com, HTML, Javascript, CSS, JQuery, Lightning Aura components , LWC
 - **TOOLS:** Eclipse, Sublime, VisualStudio, Data Loader, SVN
 - **OPERATING SYSTEMS:** Windows XP/ 7 / 10, Linux , macOS
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EMPLOYER DETAILS

- Eternus Solutions (June 2018 - April 2021) **Full Time**
- PnY Soft (April 2021 - Nov 2022) **Contract**
- CRM Superstars (Nov 2022 - March 2023) **Contract**

PROJECTS

Water Services Company (Nov 2022 - March 2023)

European water services company which provides gets water from retailers and distributes to people. My

role was to implement their customer services for retailer to company also customer services for company to people.

Responsibilities :

- Implementing from scratch service cloud services like case management, email automation, milestones
- Creating flows and apex classes to handles their 20+ service processes and integrating their systems.
- Creating lightning pages and screen flows for automating incident handling.
- Creating next best actions to automate next steps for different services
- Creating integrations for getting their incident cases from SAP.
- Implementing chatbox and also amazon voice for service
- Creating basic pages for users to log a incident or ask for other services.

Food Products Company (Sep 2022 - Feb 2023)

American manufacturer of confectionery and other services. My role was to daily connect with client, understand business processes and convert those processes to user stories, connecting with the development team to discuss technical design for user stories.

Responsibilities :

- Connect with business and understand their business process.
- Work with the development team and create solution designing.
- Connecting with the development team and explaining the process
- Creating security models, work relay flows.
- Creating lightning pages for customer UI
- Implementing chatbox using Amazon and service cloud features.
- Creating and adding pages on the community for feedbacks

FinTech (Bank) (Apr 2021 - Sep 2022)

American Bank and trust company providing financial services to people like loans, accounting. My role was to create solutions for their business processes using Salesforce platform.

Responsibilities :

- Connect with business and understand their business process.
- Create technical solutions and work on technical solutions.
- Create lightning components, flows, batches, triggers for various business requirements.
- Creating test classes for customization and code review of juniors.
- Creating lightning pages for customer UI
- Working on deployment with team using Autorabbit
- Working with REST API callouts to get data from different systems.

FinTech (Nov 2020 - Apr 2021)

FinTech allows payment solutions to customers and helps payments processing, credit distribution, and payments management software solutions.

Responsibilities :

- Connect with business associates and users to understand their requirements and provide solutions.
- Design Salesforce solutions
- Manage security and customer data
- Managing sales process for their products and services
- Creating flows, workflows, process builders, and triggers
- Working on lightning components to show data
- Working on reports and dashboards
- Guiding juniors and other team members

Digital Storefront Application (Demo for Salesforce)(Oct 2020 - Nov 2020)

Digital storefront application for B2B businesses that allows the business merchants to showcase the products along with its conditional discount. This application includes modules such as user registration, user verification and order management. The development includes implementing a customer community with Apex triggers, lightning components and working with creation of unit documents using files in salesforce.

Responsibilities:

- Design the solution approach and breakdown sprint into smaller tasks
- Setup community for the storefront
- Working on communities and managing security and confidentiality of data by managing user profile, roles, etc
- Managing guest user and community plus login user access for the salesforce libraries
- Worked on Apex classes, Lightning Aura Components to create custom pages for user interaction.
- Deployment of developed solutions to production.

Logistics Company (Feb 2020 - Sep 2020)

This project involved creating custom logic for managing their sales process and other internal processes used for business like analyzing sales rep productivity, creating flow for collecting ratings for their services from users , comparing the actual generated business against the forecast on Opportunities.

Responsibilities :

- Requirement Gathering from the client on calls.
- Designed Solution approach for business requirements.
- Created lightning component for different business requirements
- Worked on Apex classes, triggers and batches for custom logic
- Unit Testing
- Performed deployment of the developed components using Change Sets for the functionality to go live and release.

Impact Analysis App For NGOs (Oct 2019 - Jan 2020)

The project involves building an AppExchange app for NGOs who would use it for program management, impact analysis, visualization of program performances, assessment for various entities like Project, Accounts, etc using predefined set of questions and few other features helping organizations streamline their processes. The app helps non-profit organizations and social enterprises track performance of the various programs and projects on Salesforce and helps improve processes based on results visualized against targets.

Responsibilities :

- Created Lightning components and added them to community pages.
- Created highly dynamic lightning components for creating forms.
- Conducted code reviews of the developed code to ensure adherence to coding guidelines and standards
- Unit Testing

Consultancy Firm (June 2018 - Sep 2019)

US based consultancy firm with various projects on various domains like Rehab Centre, Shipping Company, Real Estate etc. Real Estate included creation of custom objects, implementation of custom logic. Projects

for the rehab centre included creating different forms (e.g UB - 04 form), creating batches for regularly updating data from external system KIPU. Shipping project included keeping track of all the shipping data, managing refunds from different vendors and maintaining track of all the processes included in shipping, designing email templates to update customers.

Responsibilities :

- Interacted and communicated with the business user to understand the continuously growing enhancement requirements of the project and translate them into appropriate user requirements
- Worked on Lightning Component and Lightning app , Apex classes, Apex triggers, Apex Batch, Schedulable Apex, pardot, zendesk Poc, Liveagent and open cti.
- Designed and implemented unit test classes to implement test cases and achieve the required code coverage for production deployment.
- Deployed code using change sets.

AWARDS AND ACHIEVEMENTS

- Hot Stepper Award
- Stellar Performance Award

EDUCATION

- B.Tech. in Computer Science & Engineering batch of 2018
- H.S.C CBSE Board
- S.S.C CBSE Board

PERSONAL DETAILS

LANGUAGES: English | Hindi | Marathi

DOB: 10 Jun 1995

INTERESTS: Cooking | Crafting | Social Communication

PRESENT ADDRESS: A401, Manar manha apartments, Near Kudlu gate Bengaluru - 560068

PERMANENT ADDRESS: Mohipura, Tehsil - Anjad, Dist - Barwani - 451556