

Lakshay Singh

Software Engineer



Certified Salesforce professional with diverse experience in the IT Industry. Excellent reputation for resolving issues, improving customer satisfaction, and driving overall operational improvements. Eager to contribute to team success through hard work, attention to detail, and excellent organizational skills. Possess a good understanding of Salesforce Sales & Service Clouds. Motivated to learn, grow, and utilize my skills efficiently for organizational growth.

Contact

Address

Delhi, DL, 110093

Phone

991 068 7623

E-mail

lakshaysingh09@gmail.com

LinkedIn

www.linkedin.com/in/lakshay-singh-363a3a106

Skills

Salesforce Lightning Experience ●●●●○

Salesforce Administration ●●●●○

Data Management & SOQL ●●●●○

Business Process Automation ●●●○○

Certifications

- | | |
|---------|---|
| 2020-08 | Salesforce Administrator |
| 2020-05 | Oracle Cloud Infrastructure Foundations Associate |
| 2020-07 | Oracle Cloud Infrastructure Architect Associate |

Work History

2019-04 -
Current

Software Engineer(Salesforce)

LTI, Mumbai, Maharashtra

Working as a Software Engineer for French client with 2500+ Salesforce users, using Sales Cloud and Service cloud in which my responsibilities include:

- Created custom objects, formula fields, roll-up summary fields, assignment rules, sharing rules, roles, profiles, custom settings, etc.
- Performed Bulk Data Operations using Data Loader.
- Implement Business logic by creating Workflow Rules, Validations Rules, and Process Builders.
- Handle end to end User Management and setting up profiles, roles, and permission sets.
- Create Email templates and set up email alerts for business communication by leveraging Auto-response feature.
- Create reports and dashboards to improve data insights for the Sales leadership which helps them in understanding their team's sales pipeline and develop plans to close opportunities strategically.

Apex	●●●○○
Report & Dashboards	●●●●○
Microsoft Excel	●●●●○
Microsoft SQL Server	●●●●○
Peoplesoft	●●●○○

2018-07 -
2019-12

- Analyze data and work with the managers to optimize processes in order to improve Sales output by saving their time and increasing their efficiency.

Software Engineer

LTI, Mumbai , Maharashtra

Worked as a Peoplesoft Administrator and a Microsoft SQL server DBA for French Leading Hydraulics chain and handling the upkeep and implementations on the application and Databases. During the tenure of my Project my responsibilities included-:

- Professional SQL server DBA working on Oracle ERP (Peoplesoft), maintaining Production availability and interacting with the client to improve and implement enhancements in the existing system by developing various tools in Java and integrated with existing system.
- Tested troubleshooting methods devised innovative solutions, and documented resolutions for inclusion in the knowledge base for support team use.
- Automation with the windows batch scripting to reduce day to day manual efforts.
- As a SQL server DBA was responsible to upkeep the databases for Production and Non-Prod environments. Performing Archival activities and implementing and designing SQL server Jobs for Client as per requirement.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, availability, and performance.
- Received Client Appreciations for implementation and management of Client's entire Financial Module.
- Worked with business users and operations teams to understand business needs and address production questions.
- Set up and controlled user-profiles and access levels for each database segment to protect important data.

2017-12 -
2018-05

Graduate Engineer Trainee

LTI, Mumbai, Maharashtra

Worked on Internal Project for LTI which was integrated with several months of Training in Java, During which my responsibilities include:

- Team Leader for designing the database architecture and dataflow between the Application and the database.
- Building execution plan and project Milestones for smooth development and implementation in given time frame.
- Handled Back-end development of Application and UI Integration developed in Java using Spring MVC architecture.
- Appreciation for Implementing Innovative ideas to the project which was awarded by the Training Head at LTI.



Education

2013-08 -
2017-08

Bachelors of Technology : Computer Science

Amity University - Uttar Pradesh - Noida