ANKIT MEHROTRA

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JOB PROFILE	
Professional Summary	▪ **12 plus years** of IT experience including 9 plus years of experience in Salesforce.com CRM Platform which includes Salesforce Administrator, Developer, and Architect. Having experience of working on multiple Salesforce.com clouds with different customer's implementing their business requirements on various domains. ▪ Remarkable experience in product life cycle management, excellent configuration skills, familiarity with administration and security controls, and amazing ability to aid technical team members, developers, and support teams. ▪ Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
Technical Skills	**Salesforce.com Modules:** ▪ **Sales Cloud:** Salesforce automation including Leads, Web to lead, Accounts, Contacts, Opportunities, and Contract. **Service Cloud:** Cases, Solutions, Customer Portal, Communities, Knowledge Management, web to case, email to case, Field Service Lightning (FSL). ▪ **Community/Experience Cloud:** Configuring/Customizing communities based on the salesforce templates ▪ **Manufacturing Cloud**: Rebate Management: Data processing jobs ▪ **Design/Development methodologies:** Agile-Scrum, Waterfall ▪ **Integrations:** Designing Integration solution and data models
Professional Experience	**Publicis Sapient (Dec 22 – Till Now)** **Manager Technology (Salesforce Architect)** **Project: Marriott Empower ResApp 2.0** ▪ Working as Salesforce Architect and developer leading and managing the day-to-day activities of the dev and QA team. ▪ Involved in technical design discussions and implementation strategies with the dev team. ▪ Working as a Salesforce SME with the pre-sales team. ▪ Working on the RFPs to understand the business requirement, coming up with the scope of work, architecture/process flow diagrams, solution design, effort estimates. **Argano (May 22 – Oct 22)** **Sr Salesforce Architect**: **Role and Responsibilities** ▪ Working as Salesforce Architect and developer leading and managing the day-to-day activities of the dev and QA team. ▪ Involved in technical design discussions and implementation strategies with the dev team. ▪ Working as a Salesforce SME with the pre-sales team. ▪ Working on the RFPs to understand the business requirement, coming up with the scope of work, architecture/process flow diagrams, solution design, effort estimates. **BIRLASOFT (FEB 21 – May 22)** **Principal Consultant** **Sr Salesforce Architect**: **Role and Responsibilities** ▪ Working as a Salesforce Architect, developer. ▪ Mentoring and training freshers on the required salesforce skills. **Project Summary (Stryker-China)** ▪ Working as Salesforce Architect, leading and managing the day-to-day activities of the dev and QA team. ▪ Involved in technical design discussions and implementation strategies with the dev team.

- Involved in requirement discussions with the business on daily basis.
- Managing day to day activities of dev and QA teams, using tools like ADO, Jira for end-to-end tracking of user stories and defects.
- Publishing project plan and highlighting risks involved if any.
- Successfully completed UAT for the Stryker China ensuring quality deliverables within timelines.

AXTRIA (SEP 2019 – Oct 2020)
Manager
Role and Responsibilities
Project Summary (Syneos)

- Led the end-to-end delivery of a Salesforce.com projects which involve planning, assessment, design, developing, integrating, testing, and deploying Salesforce.com.
- Create project plan with detailed task distribution and execute projects using Agile as well Waterfall methodologies to ensure the project is delivered.
- Manage the requirements gathering, code review, and development using Apex, Lightning and working with developers.
- Manage the technical delivery of custom development, integrations of Salesforce.
- Designing and creating date model and data flows to support application build.

TATA CONSULTANCY SERVICES (OCT 2016 – JUL 2019)
Technical Lead

Responsibilities:

Project Summary: (Adecco)
- Building customer community with third-party Integrations like ISIS, Sitecore,
- Requirement gathering, code review and development including creation of pages using Apex/Visual Force, working with developers and SMEs.
- Coordinate the work of creative and technical staff, which will include engineers, designers, developers, operations and cloud support, business analysis, quality assurance, security, and system administrators.
- Conduct testing and validation to ensure the configuration meets the business requirements and solution design for future growth and when necessary review QA and UAT test scripts.
- Having experience of working both at offshore and onsite (Japan).

Project Summary: (CVS Pharmacy)

- Created user Roles and Profiles and sharing settings.
- Used field level security along with page layouts to manage access to certain fields.
- Created workflow rules, approval processes and defined related tasks, email alerts, and field updates.
- Created various Reports and Report folders to utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.
- Implemented requirements using batch apex classes, apex sharing.

LIRIK INFOTECH (Jan 2016 – Sep 2016)
Senior Developer

Responsibilities:
- Expertise in advanced APEX/Visualforce development
- Primarily involved in developing prototype of the application as proof of concept (POC) for business team and as a guideline for development team.

- Involved in Design and development of Workflows rules, triggers, validation rules and other customizations with Salesforce.
- Implemented Salesforce integration using REST API/SOAP API.

HCL TECHNOLOGIES (Feb 2014 – Dec 2015)
Lead Engineer
Responsibilities:

- Experience in daily customer service through telephone and email communication. Provided basic, premier, and administrative level support for users of the Salesforce application.
- Analysed and Created Custom Profiles as required for the business needs and implemented Object level, Field level and Record level security.
- Defined various Validation rules to validate the data in the application.
- Customized Page Layouts for Salesforce.com Standard and Custom objects.
- Experience in working with Development team for solving the gaps in Business requirements.
- Apex Classes and visual force pages
- Working on the development of Integration APIs (REST and SOAP) for 3rd party callouts and webservices.

WIPRO TECHNOLOGIES (AUG 2010 – NOV 2013)
Software Developer

Responsibilities:

- Started working as a Software Developer (Java, C++)
- Clients include Ericsson, Vodafone.
- Maintained, developed, and fixed bugs for applications.
- Documented and unit tested website code and applications.
- Developed assigned components in accordance with the requirements and detailed designs.
- Developed GUI for easier package deployment and smooth processing.
- Developed nodes (in SGw product of client) using multithreading to reduce the load times on the server and smooth network processing.

CERTIFICATIONS

- Salesforce Sales Cloud Consultant
- Salesforce Platform Developer 1
- Salesforce Platform Developer 2
- Salesforce Certified AppBuilder
- Salesforce Administrator (201) Certified

ACADEMIC BACKGROUND

MBA (IT)	2017	IMT Ghaziabad
B Tech. (CSE)	2010	SRM institute of Technology
Class XII	2006	Mary Lucas School& College
Class X	2004	Mary Lucas School& College