

# PRACHI GUPTA

## SALESFORCE DEVELOPER

### RESUME OBJECTIVE

5 years experienced Salesforce Developer with strong grasp of CRM and specializes in Agile methodology, Apex, Lightning Components and Flows. Adept at developing the finest solutions for client needs and identifying the opportunities to improve the user experience.

### EXPERIENCE

#### Account Planning

SHL, Gurugram / March 2023 – Present

Create a new module Account Planning for Sales Team which will map out the important details about new prospect/existing customer.

#### Responsibility:

- Lightning Web Component for creating the UI and LDS and datatables to handle to load, create or edit related data.
- Creation of Multiple custom objects, fields, Validation Rules, Approval Process and Validation Rules.
- Developing the functionality to display all the information in PDF using jsPDF (includes autotables, images text) and save it as a Content Version.
- Building relation between multiple object such as strategy, white space, systems and show them on UI using Data table.
- Risk Analysis so that changes won't affect the existing functionality.
- Co-ordinating with the end user to understand the requirements and demonstrating the functionality.
- Deploying the changes to UAT/Live.
- Data update for existing data which was impacted.
- Co-ordinating with QA for testing.

#### Platform Improvement

SHL, Gurugram / Jan 2023 – Feb 2023

The objective of this project is to move the existing Workflows and Process Builder to the flows and cleaning up the classes and VF pages which are no more in use.

#### Responsibility:

- Deactivating existing workflows and process builder.
- Migrating the existing logic to flows.
- Checking the API version used by the external service providers and upgrading them to latest versions.
- Fixing SOQL-101 Errors and the async apex executions limit exceeded issues.
- Ensuring all the process is working as expected.
- Removing buttons/VF pages/Classes/Object which are no more in use.

### CONTACT

#### Email:

[gupta.prachi.1234@gmail.com](mailto:gupta.prachi.1234@gmail.com)

Phone: +91-9654453550

### SKILLS

- Sales/Service Cloud
- Lightning Components (LWC/Aura)
- Apex Class/Trigger (SOQL)
- Apex Integrations
- HTML/CSS/Java Script
- Omni Channel
- Flows (Screen/Record/Scheduled/Recommendation)
- Einstein Next Best Action
- Web/Email/Chat Cases
- Salesforce Configuration (Approval Process, Assignment Rules, Validation Rules, Workflows)
- Case/Account Teams
- Reports/Dashboards

## Customer Success To Customer Experience

SHL, Gurugram / Nov 2022 – Dec 2022

Analyzing the reference of Customer Success and changing it from Customer Success to Customer Experience for the Service Cloud Users.

### **Responsibility:**

- Update the Label and API Name everywhere along with logic for Customer Success to Customer Experience (Classes, Flows, Picklist values, Chat queues and Assignment Rules).
- Connecting with external Service Providers and updating the logic at their ends.
- Introducing the new logic for Unbilled Escalation for Finance Users using Einstein Next Best Action which recommends users the next action needs to be taken and send the manager notifications when the escalation dates exceeds.
- Introducing logic of RAG Indicator which will tell the users overall complexity of products (based on the different images stored in static resource) which are added on opportunity, orders and projects.

## Salesforce Developer

SHL, Gurugram/ Aug 2022 –Feb 2022

### **Responsibility:**

- Worked on regular sprints for Sales and Service users.
- Connecting with QA for testing.
- Deploying the changes to UAT and Live.
- Developing new logic for users using Customization.
- Introduced the feature of Auto Renewals which will create renewal opportunities after a opportunity are closed/won using the auto- launched and record- triggered flows and send the reminder to sales users for performing necessary actions.
- Cleaning up the country values used in all the Salesforce Modules and updating all the production data.

## GCSC Migration(Classic to Lightning)

SHL, Gurugram/ Feb 2022 –Jul 2022

The Objective of this Project was to move the GCSC users (ie Service Cloud Users) from Classic to Lightning in Service Cloud.

### **Responsibility:**

- Migrating the Service Cloud users from Classic to Lightning.
- Enabling Chat, Web and Email Cases along with the NVM phone for agents.
- Migrating the JS and vf buttons to Lightning components.
- Working on improving the existing process for the service users (Bulk CB creation, Import feature and Generation of Certificate for training team).
- Migrating Chat from Skills to Queues and omni channel.
- Updating page layouts, lightning record pages, compact layouts etc.
- Risk Analysis so that changes won't affect the existing functionality.
- Co-ordinating with QA and Users.
- Preparation of Rollouts and deployment to Live.

## CERTIFICATION

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Salesforce Platform Developer (PD1)

Salesforce Certified Admin (SCA)

Java Script Developer1

Salesforce Associate

**DOUBLE STAR RANGER** on Trailhead

## PERSONAL INFORMATION

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**DOB :** 09-01-1997

**Language :** ENGLISH/HINDI

**Address:** 1102, Pitampura New Delhi -110034

## SR. SALESFORCE DEVELOPER

SOPRA STERIA, NOIDA / Aug 2018 – Jan 2022

**Hoppecke :** The Objective of this Project was the Implementation of Salesforce Cloud & Community Cloud. We have to do end to end integration between Salesforce to the SAP using REST API.

### **Responsibility:**

- Developing the module to integrate SAP and Salesforce.
- Handling Creation of Custom objects and fields in Salesforce.
- Handling Database using SOSL and SOQL
- Onsite Offsite team coordination.
- Performing Unit Testing and Integration Testing using Postman and Test Class.

**RRMC:** The Objective of this Project was to perform refinement in existing community on both Front End and back end.

### **Responsibility:**

- Working in Agile Development Life Cycle
- Development of multiple module according to requirement.
- Handling AURA development.
- Handling Creation of custom controller .
- Handling Creation of triggers
- Using Declarative Programming to handle multiple situation
- Handling Creation of Custom objects and fields in Salesforce.
- Handling Database using SOSL and SOQL
- Onsite Offsite team coordination.
- Performing Unit Testing and Integration Testing.

**H&T PressPart:** The Objective of this Project was the Implementation of Salesforce Cloud. We have to integrate the Salesforce to the SAP using REST API.

### **Responsibility:**

- Developing the module to integrate SAP and Salesforce.
- Handling Creation of Custom objects and fields in Salesforce.
- Handling Database using SOSL and SOQL
- Onsite Offsite team coordination.
- Performing Unit Testing and Integration Testing using Postman and Test Class.

## EDUCATION

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### **BTECH Computer Science**

IP University , Delhi  
(2014-2018)

## Awards & Recognitions

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### **TOP GUN (SHL)**

**PINNACLE AWARD** (Sopra Steria)

**FALCOM AWARD** (Team Excellence – Sopra Steria)