

SRUTI SAGAR SAHU

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Salesforce CRM

Developer

Administrator

Career Objective

To pursue a challenging career and be a part of progressive organization that gives scope to enhance my knowledge and utilizes my skills towards creating best in class products that are easy to use and impact the lives of the customers.

Profile Summary

- 2+ years of Experience as a Salesforce Developer at Capgemini, Hyderabad.
- Working in Development, Administration, Configuration and Support of Salesforce CRM.
- Leveraging Force.com platform with both declarative and programmatic approach.
- Salesforce.com Certified Administrator and Developer
- Service request and incident handling through Service Now.
- Got Capgemini Pat on the Back award for H1 quarter of 2020 for Performance.

Technical Experience

Salesforce : Salesforce CRM configuration, Sales Cloud, Service Cloud, Force.com, SOQL, SOSL, Triggers, Lightning Experience

Coding Language : Apex, Java

API : REST, Tooling, Metadata

Deployment Tools : Managed and Unmanaged Packages, ANT, Change Sets

Other Tools : Service Now, Data Loader, Workbench ,VS Code

Professional Experience

Sr. Software Engineer (Oct 2018 onwards)

- Currently working in a British multinational Bottling Company dedicated to the marketing, production and distribution of beverages.
- Handling the offshore operations for the application and working in sync with the onshore team.
- Client requirement gathering, analysis, effort estimation, release planning, build, unit testing.
- Working on Salesforce Service Cloud to enhance the client's case management process.
- Working on Lightning migration as well as introduction of new feature as per the business requirements.
- Implemented various standard Salesforce features such as **Page layout, Record types, Dependent picklist, Assignment rules, Sharing rules, Validation Rules** etc.
- Assigned custom **Profiles and Permission sets**, locking, unlocking and password resets as the part of user provisioning and security.
- Created **Workflows, Process Builder and Triggers** as per the business requirement.
- Worked on **Apex, Batch classes & Scheduled class** as a part of enhancement and improvement in the existing application.
- Customized lightning components for leads and opportunity.
- Customized lightning tabs and record pages according to the client requirements.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships and Record Types to enforce data quality.
- Hands on experience in salesforce Reports and Dashboards.
- Metadata migration using Data Loader and Standard import, export wizards.

Educational Qualification

- B. Tech. in Electronics Engineering with 7.4 CGPA, KIIT University, Bhubaneswar – **May, 2018**
- 12th Science from CHSE, Odisha – **2014**
- 10th from HSE board, Odisha – **2011**

Declaration: I solemnly affirm that the above information provided are true and to the best of my knowledge.

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