

Shikha Gupta

Senior Salesforce Consultant

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Salesforce consultant with **8+** years of experience in Salesforce CRM analysis and implementation with strong technical and functional aspects. Expertise in developing highly efficient end to end CRM solutions with in-depth knowledge of the platform. Evaluating complex business requirements, providing technical solutions & design tradeoffs to provide a delivery framework that ensures quality & success. Strong collaborator and team player with excellent communication skills and experience in mentoring & leading the team.



Skills



Lightning Web Components, Lightning Aura Framework, Lightning Design System, Lightning Community, Service Cloud Implementation, Sales Cloud Implementation, Salesforce Security Model, Apex, Triggers, SOQL, Asynchronous Apex, Visualforce, Salesforce Automation (Flows, Workflow Rules, Process Builders), Salesforce Customisations, Metadata API, HTML, Javascript, CSS, XML, Non Profit Packages (rCorner), Conga Composer, Salesforce DX (CLI), IDE Tools (Eclipse / Visual Studio Code), Ant, Changesets, Version Control(Jenkins/GIT/Copado/Bitbucket), Agile, Scrum



Work History



May 2021 - Current Senior Salesforce Developer
Techcarrot, DUBAI



Dec 2018 - May 2021 Salesforce Consultant
Deloitte USI, Gurgaon, Haryana



Oct 2017 - Dec 2018 Senior Salesforce Consultant
Wipro, Jaipur, Rajasthan

◆ May 2014 - Sep 2017 Salesforce Consultant
Appirio, Jaipur, Rajasthan



Education

◆ Jul 2010 - May 2014 **BTech.: Electrical, Electronics And Communications Engineering**
LNMIIT - Jaipur



Certifications

- ◆ Admin 201
- ◆ Force.Com Developer 401
- ◆ App Builder
- ◆ Platform Developer 1
- ◆ Platform Developer 2 (MCQ)
- ◆ Sales Cloud
- ◆ Service Cloud
- ◆ Community Cloud
- ◆ Field Service Lightning
- ◆ Sharing & Visibility Designer



Projects



1. Seventides

- Senior Salesforce developer
- Developed a real estate solution using Lightning Web & Aura components with implementation of Sales Cloud, Force.Com features (Apex Triggers, Workflow Rules) and AppExchange product Conga Composer.
- Involved in development, story grooming sessions, solution designing and deployment.

2. Humana

- SFDC Lead developer
- Developed a health care managed package solution, built a customer 360 degree view of patient details screen using Lightning Web Components. Implemented integration framework along with Service Cloud & other platform features.
- Involved in development, story grooming sessions, solution designing, deployment and dev op activities.
- Involved in collaborating with the technical advisory governing it.

3. Nautilus

- SFDC Technical lead
- Leading sessions with project managers & business specialists to define requirements to analyze and document current / future-state BUSINESS processes.
- Simplified complex requirements & complex business calculations into modules & led delivery for all the modules.
- Customized & developed complex business logic and then did successful deployment for the go-live.
- Strengthened development methodologies by introducing a code quality document
- Manage activities between customer, senior management, implementation team, and testing team to resolve critical issues during implementation and post go-live.

5. Chick-fil-A

- SFDC Technical Lead
- Implemented an Ideas Community using Napili template, developed custom lightning solution to provide the overall UI with custom triggers and workflow rules, deployed the community to production.
- Involved in analysis and design of the community & led the development team.

6. Childfund International Inc

- SFDC Technical Lead
- Worked extensively around rC package, apex & VF pages to implement a Salesforce consolidated app providing fundraising, sponsorship & financial management.
- Designed solutions, estimated LOEs, reviewed code & managed the development team

7. American Civil Liberties Union

- SFDC Lead developer
- Worked closely with Architects to strategize the move of a large non profit organization off of a legacy system onto the Salesforce.com platform with NGO Connect.

- Designed and implemented highly custom solutions in Apex/VF on top of NGOC package and configuration of native SFDC and NGOC. Worked extensively on Apex Triggers, Batch Classes, Process Builders, Invocable and Queueable Apex.\
- Prepared training materials for business use.

8. roundCorner PPFA Batch Upload

- SFDC Lead developer.
- Improved the performance & resolved governor limit issues for an existing heavy duty implementation. Consolidated and optimized 10+ process builders, 20+ workflow rules & 60+ methods in Opportunity trigger.
- Created use case diagrams, class diagrams, sequence diagrams and lucid charts.

9. Planned Parenthood Federation Of America (Duration : 6 months)

- SFDC Developer
- Worked to move a non profit client from BBCRM to Salesforce & NGO Connect.
- Automated complex functionalities using Triggers, Process Builders & Visual Workflows. Used Rest API Services & Tooling API to process the metadata in bulk.
- Involved in multi-level deployments using Ant and Change set. Also implemented generic Apex Coding for utility classes to be used org-wide.

12. Principal Financial Group (Duration : 6 months)

- SFDC Developer
- Implemented Service Cloud working on Service Console, Case Feed, Case Management, Assignment Rules & Knowledge.
- Configured Email-To-Case service, Inbound Email Service & Live Agent.

13. Masonic Villages of the Grand Lodge (Duration : 12 months)

- SFDC Developer
- Worked on a non profit implementation on top of NGO connect package, dealt with the large data volume issues & handled data manipulation & bulk imports of data using Apex Data Loader.
- Developed Apex classes, Batch Apex, Controller classes and Apex triggers & worked on Campaigns & Events standard features & API callout for various functional needs in the application.



ACADEMIC DOSSIER



B.Tech (ECE) from The LNM Institute of Information Technology with 7.14 CGPA.
Secured 91.80% in 10th Board(CBSE) and 65.80% in 12th Board CBSE from APS(Jaipur).