Raman Chopra

Application Development Analyst

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# Professional Summary

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## **Systems Engineer May 2018 – May 2020**

## **Senior Systems Engineer June 2020- Mar 2021**

## **Infosys ltd**

* 2.10 years of Salesforce experience in planning, designing, implementing, deploying, testing, documenting and maintaining Salesforce Applications for both classic and Lightning UI.
* Salesforce certified Platform Developer – 1.
* Worked on security aspect of Salesforce at Organization, Object, Field and Record level.
* Worked on both customization and development aspect of Salesforce.
* Worked on Data Migration using tools such as Workbench and Data loader.
* Worked with team members spread globally using Agile methodology and tools such as Git, Bit Bucket and Jira.
* Involved in deployment of metadata from Sandbox to Production using change sets.

## **Application Development Analyst Mar 2021-Present**

# Educational Qualifications

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| **Course (Stream)/Board (Class)** | **Institution/School** | **Year of Passing** | **Agg.** |
| B. TECH | Guru Tegh Bahadur Institute of Technology | 2017 | 76.7 |

# Skills

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* Salesforce Skills : Apex Language, Triggers, Aura(Ligthning)

Visualforce Pages, Workflow Rules,

Process Builders, Asynchronous Apex, SOQL, SOSL, Reports and Dashboards, Integration, Profiles, Test Classes, Change Sets, Security at Org, Field, Object and Record level.

* Salesforce Related Apps : Workbench, Data loader.
* Web technologies : HTML,CSS, JAVASCRIPT
* Miscellaneous Skills : Jira, Auto Rabit

# Projects

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### Project 1

**Project Title** : One Source – Quality assurance for a leading

Cosmetic company

**Duration** : June 2018 to Mar 2021

**Role** : Admin and Developer

**Technology** : Classic and Lightning

**Project Description** : To streamline and automate the manual Quality assurance process for the Client. As part of this project a new case management process was created in Salesforce to allow QA case creation and track the complaint related to the wide range of cosmetic products sold by the company.

### Roles and Responsibilities

* + - Direct Client interaction to gather the requirements.
    - Development, Testing and Deployment of new features based on business requirement.
    - Create process builder for case assignment, email notification and approval process.
    - Work on Entitlement Management features of Service cloud.

### Project 2

**Project Title** : Salesforce Global Roll-out and support of CRM System for leading

Cosmetic company

**Duration** : June 2018 to June 2019

**Role** : Admin and Developer

**Technology** : Classic and Lightning

**Project Description** : The project deals with upgradation of the application to the new salesforce Lightning experience to provide a more modern and user friendly user interface. Also, the company required the application to provide Legal and HR support to collaborating companies.

### Roles and Responsibilities

* + - Development, Testing and Deployment of new features based on business requirement.
    - Work on Salesforce communities to provide seamless experience to employees using custom security logic.
    - Roll out communities to multiple countries in 17 different languages using translation workbench for providing localized experience to employees of different regions.
    - Work on Service cloud features such as Entitlement Management, Automatic Case Routing, Assignment and Escalation etc.
    - Migration of project from Classic to Lightning.
    - Training new joiners of the project.

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