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**Saurabh Yadav**

Email: saurabh2203.yadav@gmail.com

**Consultant**

Contact No.: +91-9611733423

**Professional Summary**

* Over 7.5 years of experience with Salesforce CRM.
* Worked closely with Business Users to enable business processes using SFDC.
* Experience in making Proposals for Business Development, interacting with client, gathering the requirements and distributing it to the team.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud.
* 6 years approx. of experience in Salesforce Consulting focusing on multiple domains – pharmaceuticals, Retail ,Finance, Networking and business CRM and helping various clients transform their business using Salesforce platform and products.
* Hands on experience in Salesforce Configuration and Customization.
* More than 6 years of experience on Salesforce.com Platform – CRM, Force.com, Apex, Triggers, Visualforce, Workflows and Approvals, Visual Workflow, Process Builder

***Skills Profile***

**Technical**

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| **Operating System** | Windows 7,18, 10. |
| **Environment** | Client & own organization |
| **Database** | Oracle Database |
| **Internet Tools** | Salesforce Data Loader, Workbench, DevopsTools |
| **Languages** | Apex(SFDC), Salesforce Service Cloud and Sales Cloud |

**Functional**

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| **Management and Leadership Skills** | Ability to produce realistic software schedules, Project Management, Strategic/Tactical Planning, Business Analysis and Development, Budgeting/Forecasting, and New Product Development |
| **Training & Development** | * Core Java, Bangalore * Salesforce.com Developer 401 (App Builder), Accenture * Salesforce.com Administrator (201), Accenture * Salesforce.com Platform Developer I (PD1), Capgemini * Salesforce.com Platform Developer I (PD2), Capgemini * GFT (Greenfield Training/Initial Training), Accenture |

***Professional Experience (In Reverse Chronological Sequence)***

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| **Organization Name** | CAPGEMINI |
| **Client Name** | Cisco |
| **Service Area** | Salesforce Sales Cloud & Service Cloud |
| **Project Duration (From & To in Month/Year Format)** | Aug-2019 to Till Date |
| **Role/Title** | Lead/ Consultant |
| **Work Location** | CAPGEMINI, Bangalore |
| **Project Description** | In this application we have a integration with other systems for the case and opportunity flow, project creation, user account creation and access , attachments on Cases and opportunities flow in the application |
| **Responsibilities** | * Leading offshore team of 6 developers for USA market and leading planning calls, estimation calls and stories grooming call for USA market from offshore. * Did integrations with the external system of cisco application which we are supporting. * Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages. * Leading all the deployment activities for monthly releases and deploying the implemented functionalities / components in to production. * Wrote Batch classes, apex classes and visualforce pages and custom controllers for various business needs. * Wrote Test Classes for the apex classes and triggers for code coverage. * Responsible for preparing Configuration workbook and Technical Documentation.(FDD & TDD) |
| **Operating Systems** | Windows 10 |
| **Software / Special Tools** | Data Loader, Workbench, IBM Clear Case |
| **Languages** | C, SFDC Apex programming, Salesforce Service cloud |

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| **Organization Name** | Capgemini |
| **Client Name** | PayPal |
| **Service Area** | Service Cloud and FSL |
| **Project Duration (From & To in Month/Year Format)** | Jan-2019 to Aug-2019 |
| **Role/Title** | Lead/Consultant |
| **Work Location** | Capgemini, Bangalore |
| **Project Description** | It was an HR Based application and cases has been created on the application through Webforms / Live chat(pre chat form) and directly in the system and based on the different criteria’s cases has been assigned to the Available agents based on Country Region and business hours availability. |
| **Responsibilities** | * Start leading the team of 6 members and help them implementing the functionalities based on the business requirement. * Directly connect with the business for business requirements and walkthrough the requirements with all the team mates along with the testing team and help the understanding the requirements. * Created Lightning components for the application such as “Quick action” component for the application as per the business requirements. * Created a pre chat components and pre chat functionality (live agent) based on the business hours and country region availability as per the business requirement. * Created different webforms/ visual force pages with the help of custom controllers for the business users to submit a case based on the different criteria’s to the system. * Wrote Test Classes for the apex classes and triggers for code coverage. * Responsible for preparing Configuration workbook and Technical Documentation.(FDD & TDD) * Successfully deployed more than 700 components all together during the deployment of these requirements and made it a successful release. |
| **Operating Systems** | Windows 10 |
| **Software / Special Tools** | Data Loader, Workbench |
| **Languages** | SFDC Apex Programming (Salesforce Service cloud) |

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| **Organization Name** | Accenture Services Private Limited |
| **Client Name** | Cargill |
| **Service area** | Sales Cloud & Service Cloud |
| **Project Duration (From & To in Month/Year Format)** | Feb-2018 to Dec-2018 |
| **Role/Title** | Analyst/ Application Development Analyst |
| **Work Location** | Accenture, Bangalore |
| **Project Description** | This application was built and works basically for Opportunities and Quotes and Quote line items for the end users. End users used to create an opportunity and related quotes and QLI with those opportunities for the selling purposes of their products. |
| **Responsibilities** | * Working in Development team of the application as a developer. * Worked in 10 Releases of the project during last year * Manages configuration changes in Salesforce application. * Worked on customization requirements and defect fixes. * Enhanced and maintained the integration part of the project * Designed, and developed Apex Classes, Apex Triggers, Visualforce Page for various functional needs in the application * Created Users, Roles, Profiles, Process builder, Permission Sets, Sharing rules, Reports, Dashboards, Assignment Rules, Email-to-Case Functionality. |
| **Operating Systems** | Windows |
| **Software / Special Tools** | Data loader, Workbench, Devops |
| **Languages** | Salesforce Apex Programming(Salesforce Service cloud) |

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| **Organization Name** | Accenture Services Private Limited |
| **Client Name** | BMS( Bristol Myers Squibb) |
| **Service Area** | Service Cloud |
| **Project Duration (From & To in Month/Year Format)** | April-2014 to Jan-2018 |
| **Role/Title** | Analyst/ Application Development Analyst |
| **Work Location** | Accenture, Bangalore |
| **Project Description** | This application is built on Service cloud through which contact center agents can raise Cases. Contact center Agents have facilities to raise the Case requested by patients regarding complaints, suggestion and question on medicine.For handling all the Cases requested by patients, we made this application in Service cloud globally. |
| **Responsibilities** | * Analyzing business requirements, Salesforce custom objects, fields, tabs, lookup relationships, Junction objects, master-detail relationships, Roll-up Summary. * Worked directly with Salesforce on stabilizing the code base. Created frameworks enhancing reusability of the code. Created retry mechanism framework that can be used across multiple engagements. * Created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages, Created/Modified Dependent Picklists, Record Types to enforce data quality. * Extensive experience in designing Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Process builder and Approval Processes for automated alerts, field updates, and Email templates generation according to application requirements. * Proficiency in SFDC Administrative tasks like Record access, creating Profiles Permission, Permission sets, Field Level Security, Roles, Roles & Hierarchies, OWD, sharing rule and manual sharing. * Developed Report types and configured Custom Reports and Report Folders for different user profiles based on the need in the organization. Configured and used dashboards and dashboard components. |
| **Operating Systems** | Windows |
| **Software / Special Tools** | Data loader, Workbench, Devops Clear Case |
| **Languages** | Salesforce Apex Salesforce Servie Cloud |

***Education***

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| ***Educational Record (In Reverse Chorological Order Starting Highest Degree)*** | | | | |
| ***Course of Study*** | ***Specialization/ Board*** | ***Name of University/ School*** | ***Address of University*** | ***Year of Completion*** |
| B.Tech. | (Electricals and Electronics Engineering) | Graphic Era Deemed University | 566/6, Bell Road, Society Area, Clement Town, Dehradun, Uttarakhand 248002 | 2009-2014 |
| CLASS XII | CBSE | KVFRI | Forest Research Institute, Indian Military Academy, Dehradun, Uttarakhand 248007 | 2008-2009 |
| CLASS X | CBSE | KVFRI | Forest Research Institute, Indian Military Academy, Dehradun, Uttarakhand 248007 | 2006-2007 |

***Professional Organizations***

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| ***Prior Work Experience Details*** | | | | | |
| ***Organization’s Name*** | ***Designation*** | ***Dates of Employment*** | | ***Location (City & State)*** | ***Explanation for Interruption / gap***  ***(If Any)*** |
| ***From***  ***(DD-MON-YYYY)*** | ***To***  ***(DD-MON-YYYY)*** |
| Accenture | Application Development Analyst | 08-Jan 2014 | 28-Dec-2018 | Bangalore, Karnataka | No Gap |
| Capgemini | Consultant | 31-Dec-2018 | Till Date | Bangalore, Karnataka | No Gap |
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***Personal Details***

* Date of Birth : 03-Feb-1992
* Name : Saurabh Yadav
* Present Address : S3-404, Silverwoods Regency, Hosa road, Bangalore, Karnataka 560037