

# TWINKLE JAIN

## SALESFORCE DEVELOPER

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## EDUCATION

### BACHELOR OF ENGINEERING

## ADDITIONAL SKILLS

- Management Skills/Team Player
- Responsibility taker/Self Motivated
- Quality/On-time Deliverables
- Quick Learner
- Communication Skills

## INTERESTS

- Watching/Reading news,
- Watching Sitcoms/Films,
- Listening to music,
- Art and cultural,
- Sports.

## CAREER OBJECTIVE

Experienced and energetic software engineer with total 8+ years of experience effectively working in different projects from conception to completion.

Relevant Salesforce Developer experience is 3+ years.

I have experience working in Sales Cloud, Lightning Experience, Apex, JS, Permission sets, debugging (debug logs, Email Logs, Audit Logs), custom labels and many more.

## SKILLS

- APEX
- SOQL
- Salesforce Configuration
- Aura (lightning component)
- Javascript
- JIRA
- Ticketing tools: remedy, remedyForce

## WORK EXPERIENCE

- PERSISTENT: SALESFORCE ENGINEERING LEAD  
APR 2023 – PRESENT

- INFOSYS: SALESFORCE DEVELOPER  
JAN 2020 – APR 2023

### Bank Loan System

- This project automates a loan (Home Loan, Business Installment Loan, Loan against Property) process of bank using Salesforce technology/platform.
- Worked on APEX, JS, DEBUGGING, AURA, Apex TRIGGERS, SOQL, PERMISSION SETS, CUSTOM LABELS, OBJECTS, creating fields and some other additional parts.
- Extensively used Agile methodology to reach our business team goal by JIRA, Confluence, Git Hub and Visual Studio.
- Developed lightning application using aura components, controller, helper, Aura JS file, lightning design system (LDS) and events. Designed, developed, tested and deployed custom Salesforce application using Apex classes, controller classes, Apex triggers, validation rules for various functional needs along with SF objects (Accounts, contact, opportunity, product, etc.), custom objects, profiles, roles, Page layout, Email services, SOQL, PERMISSION SETS, automation tools (workflow, process builder, flows), report and dashboard.

## TECHNOLOGY ANALYST

INFOSYS LIMITED: JULY 2018 – JAN 2020

- Worked as a Technology Analyst for a Pharmacy Client.
- Used Data stage v 11.7 along with HANA Database.
- Data stage V 7.5 along with Oracle database.
- Handled production support and enhancement utilizing Unix along with data stage.
- Handled a team of 5 members offshore.
- Acknowledged customer issues and resolved their problems quickly and efficiently.
- Collaborated with Other teams to plan, develop and implement Jobs and process.

## DATASTAGE IT SPECIALIST

IBM | PUNE, INDIA: FEB 2018 – JUL 2018

- CBRE Cognos team is an AMS support and enhancement team for GWS Account.
- My role involves the installation of Datastage and migration of jobs from Cognos Data Manager to Datastage.
- Currently working on Cognos Data Manager and Cognos reporting tool.
- Handling Cognos Daily load along with Datastage setup and installation.

## DATASTAGE IT SPECIALIST

IBM | Bangalore, India: AUG 2016 – JAN 2018

- Peoplesoft AMS is a Support and Enhancement/Break-fix project in the Human Resource domain for Caterpillar Industrial account.
- My role involved handling all the offshore ETL activities which include the smooth running of daily scheduled production ETL loads, performing analysis on customer issues, and taking care of customer requests via Remedy tickets.
- Handle the ETL Change Requests/Enhancements by providing the initial estimate of the effort required, delivering the changes with Coding, Unit Testing & System Testing, and deploying the code changes to Production after proper testing in lower environments and UAT approval.
- Provide issue analysis and resolution.
- Perform the ETL code/Cognos Report migration from the lower environment through to the Production environment after receiving necessary approvals.

## DATASTAGE IT SPECIALIST

IBM | Bangalore, India: FEB 2016 – AUG 2016

- CAT- AMS Peoplesoft Datastage 11.3 Upgrade project to Upgrade the Datastage tool from version 8.5 to 11.3 and its Job to manage HR Data.
- My role involves editing all the daily ETL jobs which include the smooth running of daily scheduled production ETL loads in the updated environment, resolving errors & issues and taking care of data and databases.
- Creating the ETL Change Requests/Incidents to deliver the changes to Coding, Unit Testing & System Testing and deploying the code changes to Production after proper testing in lower environments and UAT approval.
- Provide issue analysis and resolution.
- Perform the ETL code/ migration from the lower environment through to the Production environment after receiving the necessary approvals.

## ASSOC. SOFTWARE ENGINEER

IBM | Bangalore, India: JAN 2015 – JAN 2016

- Peoplesoft AMS is a Support and Enhancement/Break-fix project in the Human Resource domain for Caterpillar Industrial account.
- My role currently involves handling all the offshore ETL activities which include the smooth running of daily scheduled production ETL loads performed analysis on customer issues, and took care of the customer requests via Remedy tickets.
- SCRs: Handle the ETL Change Requests/Enhancements by providing the initial estimate of the effort required, delivering the changes with Coding, Unit Testing & System Testing, and deploying the code changes to Production after proper testing in lower environments and UAT approval.
- Perform the ETL code/Cognos Report migration from the lower environment through to the Production environment after receiving the necessary approvals.