

Pooja Sharma



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Objective:

- To gain knowledge & enhance my skills while working in a professional environment & ultimately benefit the organization and society by using best of it.

Profile Summary:

- Total IT experience of **5 Years** as a full time employee on Salesforce Projects
- **Certified** Salesforce 401 Developer (Salesforce DEV 401)
- **Certified** Salesforce 201 Administrator (Salesforce ADMIN 201)
- **Certified** Salesforce Sales Cloud Consultant.
- **Certified** Salesforce Platform Developer I.
- **Oracle Certified** Professional JAVA Programmer (OCJP 1.6)
- Extensive experience in Sales Force CRM **Configuration, Customization, Testing , Deployment through Change Set/ANT/Eclipse and Production Support** of applications
- Experienced in creating custom **Profiles, Role Hierarchies, Workflows, Approval processes, process builder and Data validation rules.**
- Hands on experience on Salesforce.com developer toolkit (force.com IDE), **Triggers, Visual Force Pages**, and working knowledge of Apex Program
- Worked on Lightning and REST Integration.
- Extensively used **Apex Data Loader** for Data migration activities.
- Responsible for creating **Reports and Dashboards** for Business Analysis

- Worked on applications like **Conga and DocuSign.**
- Good knowledge in Object Oriented Concepts
- Worked in **Delivery Excellence** for maintaining the quality of the projects for whole **Banking vertical**

Education:

Course	Institution	Percentage/Grade
B.TECH	ABES Institute of Technology	71.48%
INTERMEDIATE	Lucknow Public School	82.00%
S S C	St Thomas School	70.00%

Employment History:

From	To	Name of Company	Designation
Dec 2013	29/4/2016	Syntel Ltd	Software Engineer
July 2016	01/10/2018	TCS	IT Analyst
Oct 2018	Till Date	ATOS	Associate Consultant

Technical Summary:

Languages	Apex, Java core, J2EE, C , PHP ,ASP.NET
Others	CSS, Java Script, Web Services
Development Technology	Object oriented programming concepts (OOPs)
Operating Systems	Windows XP, Windows 7 ,Windows 8,Windows 10
Databases	Oracle 10g, MySQL
Tools	Eclipse,ANT, Workbench, Data Loader, Visual Studio,TFS
Domains	Banking and Financial Services, Information Service, Insurance services

Projects Done:

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
	ICC Dragon	AMEX	2	Programmer	Admin/ Developer	Apex, Visual force.
Description		ICC Dragon has a small part of SFDC which included modification in login URL footer, email templates and displaying the eight application forms in one pdf through visual force pages.				
Responsibilities		<ul style="list-style-type: none">• Involved in analysis design and documentation.• Designing the email template.• Working with workflow , Email sending .• Involved in developing visual force pages and force.com site as per the functional requirement.• Involved in developing test cases and Integration testing.• Involved in deployment using Change set.				

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
	RECAP(Resource Capacity Planning)	AMEX	4	Programmer	Admin/ Developer	Salesforce
Description		<p>Strategic resource capacity planning uses service industry algorithms to intelligently plan the capacity for days, months and years in advance.</p> <p>Our solution will ensure that your organization has just enough resources with the right skills in a given team at the right time to have maximal demand coverage and resource utilization at minimal cost to the organization.</p> <p>Use capacity-planning feature to produce optimal resource allocation plans, looking ahead days, weeks, months and years in advance with the correct mix of employees, strategic vendors and contractors.</p>				
Responsibilities		<ul style="list-style-type: none">• Developed Custom objects, Custom fields, Custom tabs, and Validation rules.• Involved in developing various Business Approval process.• Creating Workflow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.• Worked on Dashboard and Reports.• Involved in creating various page layouts and associate Record types, new Fields and configuration of Field-level Securities.• Involved in developing test cases, and Integration testing.				

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
	OPENFORCE Salesforce	AMEX	4	Programmer	Admin/Tester	Salesforce
Description		<p>OPEN comes under small business card which attracts the customer to buy the charge cards and give offers and relevant points for the existing card holder customer based on their expenditure.</p> <p>In Salesforce, we have 3 different portfolios</p> <ol style="list-style-type: none"> 1)Acquisition 2)Top Client Acquisition(TCA) 3)Top Client Group(TCG) <p>Acquisition used for marketing and advertisements of the product.</p> <p>TCA are the business consultant that gather the leads from different sources.</p> <p>TCG works on the existing leads handed over by the TCA.</p>				
Responsibilities		<ul style="list-style-type: none"> • Created UAT test scripts for different iterations • Created leads with different record types. • Created opportunities by converting leads. • Created card application process testing for opportunities with GNA(External team) • Worked on test cases execution. • Involved in business flow of the process • Have good knowledge of rally tool.. 				

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
	KROLL ONTRACK	KROLL	5	Programmer	Salesforce Developer	Salesforce
Description		<p>Kroll Ontrack Salesforce is being used by 500+ users across two main division - Legal Technology and Data Storage Technology. Kroll Ontrack uses Salesforce to track the Sales, Service and support. Salesforce.com helps Kroll Ontrack manage the process in an online environment by providing visibility and consistency for their internal team, as well as to their agents and sub-agent's via the use of communities. Kroll Ontrack has highly customized their Salesforce.com org's to serve as their back-end operations platform. They use it to initiate and track all legal, data recovery projects. It serves as their system of record by storing all project related files. It also handles all Agent information, contracts throughout agent agreements life-cycle from Agent agreement initiation and maintaining it.</p>				
Responsibilities		<ul style="list-style-type: none"> • Worked as a Salesforce Developer. • Involved in analysis,design and Development phases • Worked on visual force pages, apex classes.. • Built Debug, Exception, Webservice Callout, Trigger • Created Test Classes for the Apex Classes and Apex trigger • Worked on language translation. • Moving component to different environments (TEST, UAT and production). 				

Project ID	Project Name	Customer /Client Name	Team Size	Designation	Role	Technologies /Skills Used
	KRIS	KRIS	2	Lead	Salesforce Developer	Salesforce
Description		<p>KRIS stands for “KROLL RELATIONSHIP INTELLIGENCE SYSTEM”.KRIS is one of the application of KROLL. Kroll Ontrack uses Salesforce to track the Sales, Service and support. Salesforce.com helps KRIS manage the process in an online environment by providing visibility and consistency for their internal team, as well as to their agents and sub-agent's via the use of communities. KRIS has highly customized their Salesforce.com org's to serve as their back-end operations platform. It serves as their system of record by storing all project related files. It also handles all Agent information, contracts throughout agent agreements life-cycle from Agent agreement initiation and maintaining it.KRIS send the contracts to user using the appliaction Conga for generating the contract template and Docusign for signing the contract through ESignature and getting signed Contract store back to salesforce</p>				
Responsibilities		<ul style="list-style-type: none"> • Worked as a Salesforce Developer. • Involved in analysis,design and Development phases • Worked on visual force pages, apex classes.. • Built Debug, Exception, Webservice Callout, Trigger • Created Test Classes for the Apex Classes and Apex trigger • Worked on application of CONGA and Docusign. • Worked On OpportunitySplit • Worked on Roller Helper • Moving component to different environments (TEST, UAT and production).. 				

Personal Skills:

- Good verbal and written communication skills
- Self Confident and Hardworking.
- Self motivate & quick learner
- Comprehensive problem solving abilities.
- Ability to approach concepts and situations with an analytical mind
- Ability to work flexible hours

Strengths:

- Strong Determination
- Punctuality
- Interpersonal learning and team skills.

Hobbies and Interests:

- Playing outdoor games.
- Listening to music.
- Paintings.

Achievements:

- Won “**Star of the Quarter**” for the Project ‘**KRIS**’ in TCS.
- Won “**BEST TEAM AWARD**” twice for the Project ‘**Kroll Ontrack**’ in TCS.
- Won “**TCS GEMS AWARD**” for delivering the complex requirement on time for the Project ‘**KRIS**’ in TCS.
- Won “**STRECH Team Award**” for the Project ‘**Recap-Workforce Capacity Management Tool**’ which was developed by our Salesforce Team in Syntel.
- Awarded for “**Spot Recognition**” twice among the team.
- Event Organiser in college functions and other Technical Events.

Personal Details:

Father’s Name	: ML Sharma
Date of Birth	: 21 st January, 1990
Languages Known	: English, Hindi
Nationality	: Indian
Gender	: Female
Marital Status	: Single
Address	: H.No.8, Shanti Nagar, Kanpur Road Lucknow, UttarPradesh , Pin – 226008.

Declaration:

I hereby declare that the above information presented before you is true to the best of my knowledge.

Place: Pune

Date: