TULIKA GOEL

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WORK EXPERIENCE
Experienced

AGE
29

ABOUT ME
To obtain a challenging position in an organization where I can utilize my around 4 years of experience in IT with 3 years of experience in Salesforce

Work Experience

November 2020 – August 2021
Software Developer
Persistent Systems
Pune, Maharashtra

December 2019 – November2020
Application Development Analyst
Accenture
Bangalore, Karnataka

September 2016 - December 2019
Associate Consultant
Capgemini India Pvt. Ltd.
Bangalore, Karnataka

Training and Certifications

- **Salesforce Administration (ADM 201), 2020**
- **Salesforce Training, 2017**

Career Highlights

- **3 years of experience in Capgemini India Private Ltd, Bangalore, as an Associate Consultant.**
- **1 Year of experience in Accenture as an Application Development Analyst.**
- **1 Year of experience in persistent systems as a software developer**
- **3 years of experience in Salesforce Development and 1 Year of experience in SAP Hybris.**
- **Worked in Agile Methodology.**
- **Good working experience on Salesforce CRM and Force.com.**
- **Strong Implementation and Customization experience using Custom objects, Triggers, Process Automation, Lightning Flows, Approvals Process, Visual Force Pages, and Apex classes, Lightning Component development.**
- **Good experience using Salesforce Administration, Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Reports/Graphs and Dashboards.**
- **Good working experience in Integration using Salesforce REST API.**
- **Good knowledge on tools like Data Loader, Workbench and Change sets.**
- **Hands on Experience in deployment using VS Code, Workbench and Change Sets**

Skills

Technical Expertise: **Salesforce Financial Service Cloud | SFDC Customization | SFDC Configuration | Apex Classes | Lightning Components | Apex Triggers | Batch Apex | Schedule Apex | Email Services | Apex Test Execution | Apex Data Loader | Lightning Flows | Workflow & Approvals | Sharing Rules | Validation Rules | Reports & Dashboards | Static Resource | Custom Setting & Metadata | FieldSets | Report Types |**

Methodology: **AGILE**
Tools: **VS Code | Data Loader | Workbench**
Industry Experience: **Hospitality Services | Life Sciences | Financial Services**
Programming Languages: **Apex | JS | HTML | CSS**

Project

Project 1 :   Financial Services Management
Period: November 2020 – August 2021
Team Size: 15
Role: Software Developer
Technologies: Salesforce Customization, Lightning, Configuration

Project Summary
An Indian banking company with headquarters in Mumbai that forms part of an integrated infrastructure finance company. It is divested into finance assets and liablities. The bank also aims to provide services to people in rural areas and to the self-employed

- As this was a bank project for loan applications. There were many Integrations to Third Party Application via MuleSoft like Bureau, Bank statement Analysis, PAN NSDL etc. Worked on multiple JSON generators and Parser using Apex.
- Workflow rule, Flow, Process builder. · Customized using Apex trigger, Apex class like Batch, Future.
- Worked on Test Classes and deployment using Change Set and ANT tool.
- Configured Salesforce Reports and Dashboards, based on the Business Requirements

Project 2 :   Financial Services Asset Management
Period: December 2019 – November 2020
Team Size: 12
Role: Application Developer
Technologies: Salesforce Customization, Lightning, Configuration

Project Summary
An Indian banking company with headquarters in Mumbai that forms part of an integrated infrastructure finance company. It is divested into finance assets and liablities. The bank also aims to provide services to people in rural areas and to the self-employed

- Worked on Financial Service Cloud along with Sales & Service Cloud.
- Implemented Approval Process and Escalation process for Case object.
- Created Autolaunched flows and trigger flows for achieving business scenarios.
- Implemented FSC alerts for account object for birthday, KYC etc.
- Developed Lightning components, Email Services, visualforce pages for force.com sites.
- Involved in POC and Demo's with Salesforce and clients.
- Implemented SPA approch for case creation.
- Integration for sending SMS to Customers and users.

Project 3 :   Diagnostics CRM
Period: April 2019 - December 2019
Team Size: 5
Role: Application Developer
Technologies: Salesforce Customization, Lightning, Configuration

Project Summary
A Swiss multinational healthcare company that operates worldwide under two divisions: Pharmaceuticals and Diagnostics. The company is the world's largest spender in pharmaceutical R&D that provided pharmaceuticals for cancer treatment, against virus diseases and for treatment of metabolic diseases.

- Worked in Lightning Experience

- Created many lightning components, events, JavaScript controllers, apex classes.
- Also, send these documents to the customers dynamically which is handled by email services.
- Community and User Setup along with creation of custom community pages and sites.

Project 4:	Application Tracking System
Period:	March 2018 - May 2019
Team Size:	8
Role:	Application Developer
Technologies:	Salesforce Customization, Lightning, Configuration

Project Summary

A global leader in talent solution focused on working header and caring more than any other provider. This project provides Staffing & HR Services, IT Staffing and Consulting, Technical, professional and industrial staffing, Managerial, professional and accredited accounting and financial staffing, and Legal Staffing.

- Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
- Involved in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Validation

Project 5:	Retail Website Management
Period:	October 2016 - December 2017
Team Size:	15
Role:	Application Support Analyst
Technologies:	WebSphere Commerce Suite(WCS)

Project Summary

A European multinational group that designs and sells ready-to-assemble furniture, kitchen appliances and home accessories, among other useful goods and occasionally home services.

- Knowledge of MVC pattern of WebSphere Commerce Suite (WCS).
- Good Understanding of functional, business flow and application architecture of Website.
- Analyse Incidents related to Critical area i.e. Online Sales & Payment area.
- Hands on analysing the problem using various tools Splunk, Application server logs & Database.
- Good knowledge on iDesk – Incident management, Problem management, Change management Process, Clear quest and Clear case.
- Adequate knowledge on investigation the issues using RAD and deliver code using the integration tool Clear quest & ClearCase.

Education

SSC(10th)	Completed, June 2009
St. Francis School	Marks 87 %
ICSE	
Shamli, Uttar Pradesh	

HSC (12th)	Completed, June 2011
Silver Bells School	Marks 73 %
CBSE	
Shamli, Uttar Pradesh	

Bachelor of Engineering / Bachelor of Technology	Graduated, June 2015
ABES Institute of Technology	Marks 63 %
Ghaziabad, Delhi	

Post Graduate Diploma	Post Graduate, July 2016
CDAC	Marks 66 %
Bengaluru, Karnataka	

Personal Details

Birthday:	**01/04/1993**	Nationality:	**Indian**
Gender:	**Female**	Passport No:	**N2399073**
Address:	**Whitefield,**		
	Bangalore-560103		

Declaration

I, Tulika Goel, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Tulika Goel