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| Objective | To obtain a challenging position in a high-quality engineering environment where my resourceful experience and academic skills will add value to organizational operations, as well as to enhance my knowledge by dedication and hard work. |
| Professional Experience | * I wish to leverage my 9 years of overall professional IT experience in Salesforce Development and CRM, Veeva CRM, Siebel CRM Business applications development, customization, and implementing CRM Applications.1 year of Experience in Salesforce Field Service Lightning. * Having Sound Knowledge in Salesforce Admin, Salesforce Integration (Implementation of REST API), Salesforce Apex, Salesforce Triggers, Visualforce Pages, Salesforce Lightning (AURA Components Development, Lightning Design System, Lightning web components). * Having 4 Years of experience in Salesforce.com and Veeva. * 4 Years of strong experience in Veeva maintenance and enhancement. * Around 1 years of relevant experience in Siebel CRM as a developer. * Conducted Veeva Workshop for Data stewards in Brazil * Leading the team in Accenture to achieve deliverables on time |
| Skill set | * Well experienced in Apex language, Visual Force pages, Components, Custom Settings, Tabs, Custom Objects, Triggers, Workflow Rules, Validations, Approval process, Reports, Dashboards and other Salesforce standard features. * Well Experience in Salesforce Integration (Implementation of REST API), Salesforce Apex, Salesforce Triggers, Visualforce Pages, Salesforce Lightning (AURA Components Development, Lightning Design System, Lightning web components). * Worked on Admin Setup elements like Profiles, Roles, Public groups, Queues, Sharing settings. * Well experienced in Apex Data loader and Workbench. * Experience of working with SFDC sandbox and production environment. * Have sound knowledge on Workbench and JIRA and ANT tools. * Well experienced in handling projects in AGILE Methodology. * Currently learning LWC. |
| Education  **Work Experience** Trainings Certifications    Job Profile | * Master in Technology in Computer Networks at NIE Mysore, from VTU. * Bachelor of Computer Science at EWIT Bangalore from VTU. * Current working for **ACCENTURE SERVICE PVT,** For a period of 30 months [ Aug - 2016 to till date] * Worked for **Capgemini India Pvt Ltd** For a period of 60 months from [Aug 2011- Aug 2016] * Attended Veeva, Salesforce training from Capgemini * Oracle Apps in Capgemini India Pvt Ltd * Java, J2EE Bangalore. Training in Cluster Software, Bangalore as well as in Capgemini Bangalore * Attended DevApps Training, Salesforce CPQ Training and Design Thinking Training in Accenture. * Certified as Veeva Administrator (Veeva-Admin) * Certified as Salesforce Administrator(ADM-201) * Certified as Salesforce developer (Dev-401) * Certified as Veeva Vault Administratior(Veeva Vault Admin) * Certified service Cloud Consultant   Company**: Accenture India Pvt. Ltd**  Designation: Senior Application Developer Analyst Duration : 8th August 2016 – Till Date. |
| Project Details  Project 1  Project 2  Project 3  Project 4  Project 5  Project 6  Project7  Project 8 | Project Name: Biogen  Client: Biogen  Role: Sales force Developer  Duration: Apr 2020 to till Date  Environment: Force.Com, SFDC  Team Size:12  **Description**: Biogen Inc. is an American [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [biotechnology](https://en.wikipedia.org/wiki/Biotechnology) company based in [Cambridge, Massachusetts](https://en.wikipedia.org/wiki/Cambridge,_Massachusetts), specializing in the discovery, development, and delivery of therapies for the treatment of [neurological diseases](https://en.wikipedia.org/wiki/Neurological_diseases) to patients worldwide.  Responsibilities:   * Implementation of the functionality design with technical approach and solution. * Playing Major role of JIRA assignments and helping team to complete JIRA * Contacting the businees persons to get the JIRA requirement and feasibility testing and Imapcat analysis. * Worked on apex trigger, VF pages, apex classes and custom button. * Worked on workflows, process builder, visual flows, email templated and related configuration. * Leading team for TM2.0 Territory changes module * Involved in Building and leading team of Automation implementation for various scenarios. * Playing role fo Onshore and offshore communicator.   Project Name: BI ODS replacement  Client: Boehringer Ingelheim  Role: Sales force Developer  Duration: sept 2019 to Mar 2019  Environment: Force.Com, SFDC  Team Size:8  Description: This application builds to Decommission the ODS layer and maintain the database in Salesforce itself  o All the ODS activities are bought into Salesforce platform all environment all integrated to salesforce platform   * 1. o All the data and Objects which are flowing through ODS layer are now directly flow from salesforce database only.   Responsibilities:   * Implementation of the functionality design with technical approach and solution. * Worked on different vendors to gather information about which need to be decommissioned. * Collaborated the impact analysis and explain to business. * Part of story building for user requirement. * Worked on workflows, process builder, visual flows, email templated and related configuration. * Worked on apex trigger, vf pages, apex classes and custom button.   Project Name: Merck FranceCCC  Client: Merck  Role: Sales force Developer  Duration: May 2018 to Aug 2019  Environment: Force.Com, SFDC, DellBhmi  Team Size:8  Description: This application builds to support Commercial Call Center users of the Merck. The application will support the following features: Record and manage the Service Requests from customers   * 1. o Enable users to interact with customers through voice (through CTI), fax and email   2. o Have an integrated landscape with peripheral system to enable user to view/modify data in peripheral systems   3. o View Agent performance in Dashboard   Responsibilities:   * Implementation of the functionality design with technical approach and solution. * Worked on setting up case, account, contact etc. management * Worked on workflows, process builder, visual flows, email templated and related configuration. * Worked on apex trigger, vf pages, apex classes and custom button.   Project Name: Merck Fertility  Client: Merck  Role: Sales force Lightning Developer  Duration: April 2017 to April 2018.  Environment: Force.Com, SFDC  Team Size:8  Description:  Merck is an American pharmaceutical company, which have spread their market all over the globe. Merck produces Fertility related clinical activities and instrument from past 60 years. They are playing major role in Drug portfolio with innovative technology and product the instrument for Embryo implantation and Uterine receptivity.  Roles and Responsibilities:   * Involved in design and analysis of business requirements with Agile Methodology. * Involved in Field Service Lightning Setup Activities. * Configuring Field Service lightning objects like Assets and Service Contracts, Work Order, Check List Spare Part, Service appointment. * Worked on preparation of Security Model and Data Model. * Worked on Dispatching, Scheduling and Report Generation, Case Management, Work Order Modules of Field Service Lightning. * Worked on various FSL standard and custom objects * Designed and developed the Custom objects, Custom tabs, Validation rules, Workflow Rules, Process Builder, Email Alerts, Page layouts to suit to the needs of the application. * Data Migration using Apex Data Loader * Involved in Deployment using ANT Tool and Workbench   Project Name: GlaxoSmithKline(GSK)  Client: GlaxoSmithKline  Role: Veeva Developer and Country Coordinator  Duration: Sept 2016 to April 2017  Environment: Force.Com, SFDC, Veeva  Team Size:35  Description:   * GSK is a British [pharmaceutical company](https://en.wikipedia.org/wiki/Pharmaceutical_industry) headquartered in [Brantford](https://en.wikipedia.org/wiki/Brentford), London .GSK a Top 10 global pharmaceutical company has selected Veeva CRM, including iRep for the iPad, for global deployment supporting its prescription medicine commercial and medical teams. * We supported currently 99 markets sucessfully with end to end business needs with user incidents and the data handlilng and helped the GSK for better growth.   Roles and Responsibilities:   * Provided Production support for more than 99 Markets. * Worked with Clients to establish different business processes for handling service requests on new modules. * Worked on service request and incidents that we obtain from clients and providing valuable resolution. * Designed Work instruction document on different processes and service requests. * Deployed Order Management, Consent Management and other modules for different markets.   Organization: Capgemini India Pvt Ltd from January 2010-2016  Project Name: Boehringer-Ingelheim  Client : Boehringer Ingelheim  Role : Veeva Developer andCountry Coordinator  Duration : Jan 2013 to Aug 2016.  Environment : Force.Com, SFDC  Team Size:40  Description:  Boehringer Ingelheim, a Top 20 global pharmaceutical company has selected Veeva CRM, including iRep for the iPad, for global deployment supporting its prescription medicine commercial and medical teams. Boehringer Ingelheim is headquartered in Germany, and operates globally with 145 affiliates and more than 42,000 employees. Over 13,500 users in 60 markets worldwide will go live on Veeva’s cloud-based solution over the next two years; 650 users in Russia are already live on Veeva CRM. Boehringer Ingelheim executives conducted a thorough review of the major CRM providers, narrowing it down to three, followed by a three-month pilot of two solutions before locking on Veeva CRM.  Roles and Responsibilities:   * Worked on User, Territory, iRep configuration, CLM content management, Surveys, Sample management, Sales Action Plan, Time Off territory, Coaching Reports and Call activities, etc. * Built several reports for different user profiles based on the need. * Performed CLM migration into Salesforce/Veeva * Responsible as country coordinator for APAC regions * Effectively communicating with Data stewards on current status of open topics through weekly meetings with business to ensure the smooth and successful support..   Project Name : Customer Experience Platform  Client : Capgemini US  Role : Salesforce Developer  Duration : July 2012 to Dec 2012  Environment : Salesforce.com  Description:  Capgemini US has come up with an idea of a new product built on top of Salesforce. This new application will empower companies to have a unified view of their customer behavior. A unified interface showing the customer’s relevant activities on Facebook, Twitter, Tripit, Foursquare, ERP & purchase history, Wish list. Other features like Segmentation for targeted marketing, Surveys and Customer Experience Index will make this a compelling product.  Responsibilities:   * Requirements Gathering and Analysis * Creation of Data model and other configurations * Development of functionalities using Apex and Visualforce * Implementation of unit testing by creating test methods * Writing Triggers on Salesforce Objects, Apex classes   Project Name: Farmers Insurance  Client: Farmers Insurance– United States  Duration: From Nov 2011 to June 2012  Description:  Farmers is an US based Insurance Company/Project, which takes care of all the process related to Policies, Claims, Payments etc.. I was part of Integration Team for this project  Responsibilities:As part of transition, I am involved in the following tasks:   * Configured some Applets, BC * Some Basic Scripting * Configured Joins & Links * Worked on Smoke testing as & when required |
| Languages | |  |  | | --- | --- | | **Skill** | **Assessment** | | English  Kannada  Hindi | Good spoken and written  Mother Tongue  Good spoken and written | |  |  | |  |  | |
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I hereby declare that above mentioned details are correct and complete

**Date:**

**Place:** Bangalore **Deepak D**