**Sheeba A**

No 45, AE block, 1st Floor

Ezhil nagar, Perumbakkam,

Chennai – 600100

**Mobile :** 9840999377

**Email :** sheeba15192@yahoo.com

**CAREER OBJECTIVE:**

To achieve a position which gives me an opportunity to expand my knowledge while contributing creative solutions for the advancement of the organization and prove my excellence.

**ACADEMIC DETAILS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Institution** | **University/ Board** | **CGPA / Percentage** |
| **B.Tech (IT)** | Anand Institute of Higher Technology | Anna University | CGPA **7.49** |
| **H.S.C** | Shri Venkateshwara Hr. Sec. School | State Board | **81.42 %** |
| **S.S.L.C** | Prince of Peace Matriculation School | Matriculation | **80 %** |

**TECHNICAL PROFICIENCY:**

* C, C++, Java, Salesforce, Apex, Visualforce, Lightning, Aura
* MS Office
* Customer handling
* Did a course in .NET

**WORK EXPERIENCE:**

5 years of experience in Sutherland Global Services as Senior Consultant from Aug 13, 2013 to Jul 10, 2019.

* Started my career as a consultant for primary queue of email customer support.
* Responsible for resolving the issues faced by customer via email support.
* Responding to queries of the customer via email and follow-up with various vendors for closure
* Contacting Vendor for Tracking information for customer queries
* Moved to escalation team in December 2015 based on my performance. Escalated contacts from primary queue are usually handled in SNR.
* Promoted as “Senior Consultant” in October 2016.
* Worked as a sub-mentor for bottom performers during 2016.
* Had experience as Acting Team leader during season time of 2017.

Did internship in CONCLO Technologies for 5 months and working in Scideas solutions Private Limited from November 2020. I got 270 badges, 1,90,525 points in Salesforce Trailhead and worked in 7 projects. Completed 5 superbadges including Admin SuperSet.

**WORKED IN THE FOLLOWING PROJECTS:**

1. **Project Name:** Concretia

**Description:** This is a support project. Worked in day-to-day tasks and location map including apex test classes, visualforce pages, reports, dashboards, process builders, profiles, permission sets and workflow. Also, worked as a Salesforce tester.

1. **Project Name:** New Bombay Sweets and Bakery

**Description:** Worked in Order Management system including visualforce page. Also, worked as a Salesforce tester.

1. **Project Name:** Co-work

**Description:** This is a project for coworking space. Worked in contract and billing system including visualforce page. Also, worked as a Salesforce tester.

1. **Project Name:** COM@

**Description:** This is a project for training institute. Worked in Birthday email including email template, scheduled apex class and test classes, email header change, email subscription. Also, worked as a Salesforce tester.

1. **Project Name:** College Management system

**Description:** Worked in workflows, email templates, duplicate rules, document creation. Also, worked as a salesforce tester for this project.

1. **Project Name:** Onyx migration

**Description:** Worked in 3 apex test classes.

1. **Project Name:** Fashore

**Description:** Worked in Service cloud, facebook integration, buttons and page layouts. Also, worked as a Salesforce tester.

1. **Project Name:** Dorot

**Description:** Worked in Day-to-day tasks including limiting related list record count and profiles.

1. **Project Name:** Policy Integrations

**Description:** Worked in insurance app integration, batch class, callfire integration, batch class and test class.

**REWARDS and RECOGNIZATION:**

* Received "Certification of Excellence" award in March 2017 and March 2018.
* Received "2015 Certificate of Excellence" which was awarded in recognition of top 10% off all employees globally.
* Received "Platinum attendance award" in recognition of 100 scheduled working days.

**CO-CURRICULAR ACTIVITIES:**

* Have undergone implant training at HCL.
* Have undergone industrial visit at HCL, Pondicherry.
* Have participated in workshop on the topic “Internet Protocols and Cloud Computing” held in our College.

**PERSONAL STRENGTHS:**

* Believe in setting goals and making efforts to achieve them.
* Punctual and willingness to learn, team facilitator, hard working with commitment and competence.
* Positive Attitude.

**PERSONAL DETAILS:**

Name : Sheeba A

Date of Birth : January 15, 1992

Gender : Female

Father’s Name : Anandasingh R

Nationality : Indian

Mother Tongue : Tamil

**DECLARATION:**

I do hereby declare that all the information furnished above is true to the best of my knowledge.

**Place:** Chennai

**Date : Signature**