Akanksha Singh

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**Career Summary**

* 9+ years of experience in Salesforce CRM and Client dealings associated with

Accenture Services Pvt. Limited.

* Client facing, good analytical, communication and interpersonal skills

**Professional Summary**

* Expertise in full software life-cycle implementation, upgrades, production support, enhancement & migration, go-live assistance till post implementation support.
* Expertise in Salesforce Configuration and Customization including Apex Classes, Triggers, Batch Classes, Test Classes and Lightning Aura Components.
* Well acquainted with agile process.
* Done Production and Sandbox Deployments using **ANT Tool**, **Bitbucket** and **Change sets**.
* **Certifications**: Salesforce.com Certified Administrator (DEV 201), Salesforce App Builder, Salesforce.com Platform Developer 1, Salesforce.com Certified Sales Cloud Consultant, Salesforce.com Certified Service Cloud Consultant, Copado Administrator Certification, Salesforce.com Platform Developer 2, Apttus CLM Certification (valid till January 2020), Community Cloud Consultant.

**Project Experiences**

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| **Client/Project** | **Accenture Innovation Team (March 2020 - Present)** |
| **Role** | **Salesforce Lightning Aura Developer/ Team Lead** |
| **Responsibilities** | * Understanding the Business & Functional requirements from the Stakeholders. * Explain and co-ordinate within team on task assignment and implementation of requirements. * Developed Lightning component, Apex Classes, triggers, Flows and worked on Communities * Code review within team. * Support UAT and Sandbox migration using Ant and ChangeSet * Resolving defects and fixation |

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| **Client/Project** | **Health Care Client (Nov 2017- March 2020)** |
| **Role** | **Salesforce Senior Developer / Team Lead** |
| **Responsibilities** | * Understanding the Business & Functional requirements from the Stakeholders. * Worked on Conga Composer 8 for creating dynamic templates to be used as Renewal Documents of End Users. * Worked upon sales cloud having standard functionality like Opportunities, Quotes, Products and Pricing Management. * Created Apex Batch Classes to handle large volume of data approx. 1.3 million data each day. * Used SaaS Estimator tool for estimating requirements * Given Client Demos * Contributed in Salesforce Classic to Lightning migration |

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| **Client/Project** | **Energy Client (Oct 2016- Oct 2017)** |
| **Role** | **Salesforce Developer and Salesforce Support** |
| **Responsibilities** | * Worked upon the service cloud implementation i.e. assignment rules, auto-response rules, email-to-case, Omni-channel. * Handled Chatter and Knowledge Management requirements. * Worked upon tools like JIRA, HPQC alm, Service Now. * Created Visual flows, triggers implementing trigger handler framework, apex and batch classes. * For deployments used ant tool, Bitbucket, source tree. |

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| **Client/Project** | **P**harmaceutical client selling medical devices to the doctors and institutions**. ( Dec 2013 - June 2015)** |
| Role | **Salesforce Administrator** |
| **Responsibilities** | * Understanding Business Requirements and converted them into Functional Documents. * Helping testing team on understanding salesforce application and functional requirements. * Configuring the Salesforce Application through Account Management, Territory Management, Chatter, standard objects like Opportunity, products etc. * Writing PL/SQL Queries on SQL Database. * Creating tables and done Transformations in SQL database which maps the legacy tables to the Salesforce data model. * Data Migration using Apex Data Loader through UI and Command Line Interface. * Preparation of Unit test cases and done unit testing. * Preparation of Technical documents. * Done deployment using Eclipse Force.com IDE. |

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| **Client/Project** | **Pharma Client – Veeva CRM global implementation (June 2011- April 2013)** |
| Role | Veeva Administrator |
| **Responsibilities** | * Configuring **Veeva CRM** which is a Salesforce implementation used by Pharma Companies. * Configurations including Custom objects, Custom tabs, Validation rules, Workflow Rules, Email Alerts, Page layouts, Approval processes and many other Components to suit the needs of the application. * Build reports and Dashboards for Analytics purpose. * Understanding requirements for data migration model of third party and mapping the same with Veeva model. * Gave KT to production support team to handle the modules effectively. |

**Extra-Curricular Activities**

* Received ‘STAR OF THE MONTH’ award for handling end to end build and deployments of various modules individually and the deliverables went error free. Also received client appreciation for the same.
* Received ‘LS INDIGO INDIVIDUAL’ award for delivering the build successfully for one of the major client in Pfizer program and side by side grooming up 2 resources.
* Organized Quiz Mailers in DU on monthly basis.

**Personal Details**

**Gender**: Female **Nationality:** Indian **Location**: Gurgaon **PAN Number**: DDRPS7021E **PASSPORT** : J7249801