Shikha Singhal

Address-Noida, UP, 201301|+91 (989)-791-9991 | sshikhasinghal89@gmail.com

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-- **PROFESSIONAL SUMMARY** --

Experienced Salesforce Developer and Administrator, designated as Salesforce Developer for Digital implementation team. Excellent reputation for resolving problems, improving client satisfaction and driving overall operational improvements.

--- **SKILLS** ---

- System Administration   - Process Builder & workflow Rules
- force.com   - Visualforce pages, Apex Classes & Triggers
- Salesforce Configuration   - Data Loader
- Lightning Components   - Customer Relationship Management

--- **EXPERIENCE** --

Joules to Watts India Pvt Ltd-Client(Genpact India Pvt. Ltd.)   **Noida, Uttar Pradesh, India**

Salesforce Consultant   *Oct* 2019 - Present

- Define Lookup and Master-Detail relationships on objects.
- Good Knowledge in importing data with Import wizard and Apex Data Loader mechanisms.
- Configure Data Loader and uploaded data in CSV files in Salesforce, checking correctness for the data.
- Developing Visualforce Pages, Business logics in Apex Programming, writing test classes, Triggers.
- Having development knowledge on Batch Apex and Schedule Apex classes.
- Writing codes for database related operations such as SOQL and SOSL.
- Experience on writing Test classes, deploying components and issues resolution.
- Ability to work in a team and individually with adaptability to any environment.
- Ability to write in HTML, CSS, Javascript, and popular Web UI frameworks within Visualforce pages or Lightning components.
- Customize page layouts for Contacts and Accounts depending upon Client requirement.
- Working on custom fields and validations to new and existing objects, added custom functionalities using custom controllers.
- Sound knowledge on Email to case creation, auto response and Email handlers.

Global Technosys.   **Noida, Uttar Pradesh, India**

Salesforce Consultant   *Apr* 2017 – Oct 2019

- Maintain and Customize Salesforce.com scopes such as Users, Profiles, Roles, Groups, Accounts, Contacts, Record Types, Sharing rules, Custom Objects, picklists and Page Layouts customization to support vital business functions.
- Set up and control User Profiles and access levels for each database segment to protect important data.
- Design, setup and maintain standard and custom objects, while also structuring user roles, security profiles and workflow rules.
- Good knowledge in importing data with Import wizard and Apex Data Loader mechanisms.
- Perform user and administration training session for clients to utilize Salesforce and respective programs
- Develop reports, dashboard and processes to continuously monitor data quality and integrity
- Setup new users by configuring custom profiles, permission sets, and object settings

Troubleshoot user issues and manage incoming tickets relating to field and record accessibility
Manage ongoing support requests and administrative need of users
Built custom fields, workflow and validation rules on Salesforce.com objects Created
different VF pages and Apex Classes.
Designed and developed Apex Triggers for various functional needs in application

ICICI Bank Ltd   **Meerut, Uttar Pradesh, India**
Privilege Banker, reported directly to Cluster Branch Manager   2015 - Mar 2016

Managed and monitored portfolio growth of more than 300 banking customers with a base value of approximate INR 10 Crores
Designed product features and pricing parameters according to customer requirements, increasing customer satisfaction rate by 17.3%
Handled cross selling of leading financial products including Current Accounts, Cash Management System, Business Banking, General Insurance, Term Deposit, Savings Banking, Loans, Insurances, Credit Cards and Third-Party Products to current and prospective customers, strengthening revenue growth by 16.8%
Led a team of two direct reports to handle service requests for the customers, providing required satisfactory resolution within the targeted turnaround time
Developed and managed acquisition and servicing of high net worth customers

ICICI Bank Ltd   **Meerut, Uttar Pradesh, India**
Branch Sales Manager, reported directly to Regional Head Sales Manager   *Aug* 2013 – 2015

Directed improvements in customer handling and management by implementing customer evaluation and development programs, increasing customer retention rate by 23.7%
Developed and documented required Know Your Customer (KYC) guidelines for various types of products offerings
Devised and managed various sales and marketing programs for prospective customers, decreasing customer acquisition cost by 19.2%
Led a cross functional team of four to support and ensure that all financial, operational and sales goals are regularly met or exceeded
Recruited, hired and developed a highly motivated sales team to consistently exceed customer expectations, generated INR 67 Lakhs in five months by providing potential customized solutions to valuable customers

-- EDUCATION --

ICICI Manipal Academy   **Bangalore, Karnataka, India**
Post Graduate Diploma in Banking and Finance, Full-Time   2012 – 2013

CERT College, Meerut, Uttar Pradesh Technical University   **Lucknow, Uttar Pradesh, India**
Bachelor of Technology (Information Technology), Full-Time   2007 - 2011
Percentage- 78
R.G Inter College, Meerut. UP   **UPTU, Uttar Pradesh**
Intermediate(Physics, Chemistry , Maths)   2006-2007
Percentage- 77
R.G Inter College, Meerut. UP   **UPTU, Uttar Pradesh**
High School(Physics, Chemistry , Maths)   2004-2005
Percentage-67

-- **PERSONAL DETAILS** ---

    Date of Birth: 24 March 1989
    Nationality: Indian
    Contact Number: 9897919991

--- **DECLARATION**---

I hereby declare that the information given above is true to the best of my knowledge and belief and can be supported with reliable documents when needed.

Place: Noida   (Shikha Singhal)