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| **VARTIKA RAI** |

Phone: - 91-7620672560

Email: **raivartika2410@gmail.com**

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| **Education** |

* B. E. Electronics&Telecommunication. (Pune University) in 2016 with 63%(aggregate)

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| **Work Experience Summary** |

* Around **4** years of IT experience, having 1.5 years of relevant experience in Salesforce technology.
* Well acquainted with all phases of SDLC and STLC.
* 1.5 years of experience in large scale Salesforce implementations and worked on Salesforce Configuration and Deployment of applications within Salesforce sandboxes.
* In-depth understanding of CRM business processes like Account Management, Case Management.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud in Lightning Platform.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Reports, Dashboards, Tasks and Events, pick lists and formula fields, validation rules, Salesforce object relationships, junction objects, assignment rules and record types.
* Worked on designing Lightning App, Process builder and visual flow.
* Experience in Agile Methodology, involved in Sprint Planning, Scrum Calls and followed Agile Processes.
* Good communication and inter-personal skills, accustomed to working in both large and small team environments

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| **Work Experience** |
| |  | | --- | | * **Tech Mahindra Ltd. August 2016 – Dec 2019** * **Tata Consultancy Services- December 2019- Till Date** | |

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| **Key Technical Skills** | |
| **SalesForce, MS Dynamics CRM** | Salesforce CRM, Salesforce Configuration, Service and Sales Cloud. Process Builder, Visual Flow, Data Loader, Workflow & Approvals, Reports, Security, Fields & Relationships. |
| **Test Management Tool** | CA Agile Central Rally, IBM TDP SQL Server 2008, Postman, Service Now, Solar Wind |
| **Test Methodologies/Technology** | Agile Model. |
| **Domain Knowledge** | Telecom, Banking, Manual Testing, Data Analysis and Management |
| **Languages** | C, C++, Java, SQL/PLSQL |

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| **Professional Experience:** |

**Project 3:**

**Technology Used: Salesforce sales cloud**

**Responsibilities:**

* Maintained user accounts, sharing rules, roles, profiles, field level security.
* Worked on extending standard Sales Cloud objects like Accounts, Contacts, Price Books, Products, Users, Campaigns, Leads, Opportunities, Cases, Solutions, and Quotes etc.
* Worked with Approval processes, Workflows and sharing rules.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Involved preparing of functional document.
* Involvement in preparation of Test Scenarios, Cases and Test Data
* Worked on Agile and Scrum Methodology.

**Project 2:**

**Technology Used: MS Dynamics CRM**

**Responsibilities:**

* Maintained user accounts, sharing rules, roles, profiles, field level security.
* Worked on Server Maintenance of the CRM Application.
* Worked closely with the customer and understanding customer’s requirement and their issue and troubleshooting.
* Involved in making business documents in the project.
* Worked with Database Team, Compute Team, Storage and Network Team and implementing security patches.
* Involved in Application Configuration and customization as per user’s requirement.
* Worked on various entities of CRM Organization, creating user’s records, assigning permission to the users, assigning roles.
* Worked on package deployment in all environments.
* Part of Server Migration Team from one datacenter to another datacenter
* Worked on Agile and Scrum Methodology.

**Project 1:**

**Platform**: **AEP (Avaya Aura Experience Portal), TDP (IBM Testing Tool), Postman, Putty**

**Responsibilities:**

* Description:
* Avaya Aura Experience Portal is a standards-based software-only system that enables organizations to:
* Execution of Test cases and Defect tracking.
* Test data analysis.
* Stubbing the test data using the Postman Tool.
* Manipulating and validating database by using **SQL queries**.
* Submit detailed defect reports and communicate the defect information directly to the development team as required
* Discussion with the clients directly on daily basis.
* API Testing by firing various rules in the API’s and simulating them using **Postman.**

**PERSONAL DETAILS:**

**Nationality:** Indian

**Languages Known:** English, Hindi

**Location:** Pune

**Birthday:** 24th October 1994