**Neha Fating**

**Contact No:** +91 7587366003 **Email**: nehafating814@gmail.com

**Objectives:**

To obtain challenging and rewarding full time position in an organization with growth and learning opportunities in supportive, challenging work environment that would take advantage of my job experience.

**PROFESSIONAL SUMMARY**

* Total 4+ years of IT experience, 2+ years of salesforce experience.
* Certified Platform Developer - I.
* Experience in configuration and customization in sales cloud.
* Working for analysis modeling, solution planning, design, coding, testing, implementation, deployment and support on business domains like medical, Banking and Insurance.
* Proficient in writing Apex classes, Lightning development using Aura Framework, salesforce CRM configuration.
* Exposure to Lightning Web Integration.
* Ability to work with functional teams through all phases of the software development Lifecycle independent of the delivery methodology chosen.
* Hands on experience in workflow rule, Process builder, validation rule, Approval Process and good experience in data migration using data loader and workbench.

**Professional Experience:**

**Organization** : Infosys Limited

**Designation :** Senior system Engineer.

**Duration** : 15 April 2019 to till now

**Project Experience:**

**Project :– AllState**

Allstate is best-in-class products and services help provide innovative protection and retirement solutions to millions of households nationwide. It is the insurance based company.

**Responsibilities:**

* Sales force setup and configuration of object and its field , process and flows, record type , validation rule , workflow rule, Approval process, Page layout , custom label, custom metadata.
* Deployed custom tabs, custom object, lightning aura component , experience in Visual force page, Apex trigger, Apex class.
* Experience in call center configuration and single sign on settings.
* Configuring data sharing by setting up organization wide default (OWD). Owner based & criteria based sharing rules.
* Have knowledge on REST API and SOAP API , Salesforce to Salesforce integration.
* Worked on classic encryption, involved in updating the expired certificate and maintaining the health check of the sanbox and production org .
* Tools : Data Loader, workbench, JIRA

**Professional Experience:**

**Organization** : HCL Technologies Limited

**Designation** : Analyst.

**Duration** : Oct 2016 to Mar 2019

**Project Experience:**

**Project :– Charles Schwab**

* The Charles Schwab Corporation is an American multinational financial services company. The Charles Schwab Corporation provides a full range of brokerage, banking and financial advisory services through its operating subsidiaries.

**Responsibilities:**

* Salesforce setup and configuration of objects and its fields, record type , validation rule, workflow rule, approval process, page layout, process builder , assignment rule, report and dashboard, profile and role hierarchy and security.
* Bulk of data loading using data loader.
* Development of apex class, Test class, triggers, batch class, schedule batch class.
* Created custom object relationships( Look up & master detail), field custom tabs validation rule formula field and process builder.
* Deployed component across sandboxes and production using change set and workbench.

**Project :– DFS**

Discover Financial Services, Inc. is an American financial services company, which issues the Discover Card & operates the Discover & Pulse networks & owns Diners Club International.

**Responsibilities:**

* Involved in development of interface programs to import parts information to inventory base tables.
* Interacted with Business Analysts and participated in user requirement sessions to analyze and gather business requirements.
* Performing Root Cause analysis and submitted Known errors.
* Working experience in rotational shifts and L1 and L2 Production support.
* Loaded the data into database tables using SQL\*loader from text and excel files.
* Participate in projects related to Projects and peripheral applications, as requested. .
* Developed SQL and PL/SQL scripts to transfer tables across the schemas and databases.
* Monitoring the Database performance and take necessary action to optimize the database performance.
* Responsible for the designing the advance SQL queries, procedure, function, package, cursor, triggers, collections.
* Responsible for developing technical specifications from business requirements.
* Based on design, developing the applications and report generation using SQL, PL/SQL, Forms and Reports.

**Professional Experience:**

**Organization** : **Css Corp Chennai.**

**Designation** : L1 Support Engineer

**Duration** : Sept -2015 to Oct-2016.

**Project Experiences:**

**Project :– Merck**

Merck has been inventing medicines and vaccines for many of the world’s most challenging diseases. It’s a seventh largest pharmaceutical company by market capitalization and revenue.

**Responsibilities:**

* Working experience in rotational shifts and L1 Production support.
* Performance related issues like high CPU utilization, Application performance, high Memory utilization.
* Working as Production Support, attending production calls, troubleshooting the application and resolving bugs.
* Monitor the backups, recovery errors, respond to the request regarding the restoration of the DB

**Educational Qualification:**

**Qualification** : **Bachelors of Engineering** (Electronics & Telecommunication)

**University** : Sri Shankaracharya engineering institute, Raipur (C.G)

**Personal Details:**

Name : Neha Fating

Date of Birth : March 13th, 1993

Marital Status : Married

Contact Address : N107, City Avenue, Next to Jaguar Showroom, Wakad 411057

**DECLARATION :**

I hereby declare that all the details stated above are genuine to the best of my

Knowledge.

Date : Yours Sincerely,

Place : Pune Neha Fating