

Urvashi Gupta

Principal Technical Support Engineer - Salesforce Commerce Cloud (Demandware)

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Experience : +7 year's Professional Experience

Certifications : Salesforce Certified B2C Commerce Developer , Salesforce Certified Administrator (SCA)

CAREER OBJECTIVE:

- Scaling new heights of success and leaving a mark of excellence in assignments, which involve analytical capabilities and professional growth.
- Apply my expertise in the area of SFCC (Demandware) web-Application development from design to implementation and providing successful solutions in a timely manner.

EXPERIENCE:

Organization : Salesforce
Designation : Principal Technical Support Engineer
Duration : December 2017 to till Date.

Organization : Infosys Pvt Ltd.
Designation : System Engineer
Duration : November 2015 to November 2017

PROFESSIONAL SUMMARY:

- Having 7+ years of IT Experience in development and technical support of eCommerce Applications using Salesforce Commerce Cloud (previously Demandware).
- Having good knowledge of eCDN migration, OCAPI, SFRA, Einstein etc.
- Pro-actively communicate and collaborate with clients to analyses information needs and functional requirements.
- Coordinating with customer to ensure smooth and successful Go-Live
- Expertise in Demandware business manager. Configuring & creating preferences, promotions and Job schedulers, Workflows, Replications, Importing & exporting.
- Experience on grooming team members, freshers and supporting peer in critical situations.
- Good Knowledge on handling calls with clients and BA to get business requirements.
- Strong debugging and problem-solving skills with excellent understanding of system development methodologies, techniques and tools.
- Have mentor more than 15 junior employees to ramp up in SFCC technicalities and onboarding programs.

Skills and Expertise:

Cloud Based Ecom Platform	Salesforce Commerce Cloud (a Java/J2EE based e-commerce platform)
Programming Languages	Core Java, ISML, Digital Scripts, Pipelines and Controllers, HTML, CSS, MySQL

Operating System	Linux, Windows
Tools	Salesforce, CQuotient, Grafana, AppDynamics, OrderManagement, Dynatrace, JIRA, Service Now, Confluence, Splunk, Jenkins, Webdav, Bitkinex, FileZilla, CyberDuck, Slack, MySQL

Educational Qualification:

University/Board	Degree	Year of Passing
Pranveer Singh Institute of Technology	B.Tech	June 2015
Mercy Memorial School	Intermediate	May 2011
Mercy Memorial School	High School	May 2009

Trainings Accomplished:

- **Salesforce Certified B2C Commerce Developer** (Issue Date: Feb,2019 Credential ID: 19827701)
- **Salesforce Certified Administrator** (Issue Date: Feb,2022 Credential ID: 22994396)
- **Double Star Trailhead Ranger**- Ranger is a badge of honor in the community that shows you've kept up to date on your Salesforce knowledge, and have spent many hours learning and completing online education on Trailhead
- LinkedIn Certified API Testing & Validation, HTTP Essential Training etc.
- Certified for completion of Web Component Development with Servlets and JSPs Java EE 6 by John Hall, Oracle Corporation,2014
- Certified for successfully completing training in Android by HP Education, July 2013

ORGANISATIONAL EXPERIENCE:

➤ Salesforce Dec'2017- Current

Project Summary:

- Promoted from Senior Success Engineer to Principal Success Engineer effective 1st August 2022
- Promoted from Success Engineer to Senior Success Engineer effective 1st February 2020
- Received 'Certificate of Excellence' for exemplary performance to ensure customer satisfaction in Quarter 3 FY19
- Involved in requirements gathering, Finalizing the Best Approach, Identify coding gaps for the given use cases.
- Understanding Commerce Cloud technologies and troubleshooting practices to ensure successful resolution of challenging technical Commerce Cloud product, or customizations issues.
- Custom enhancements and support and maintenance.
- Handle high number of Severity-1 and Escalated cases
- Taking part in new members Onboarding sessions and preparing him/her to get On-Board.
- Preparing KBAs, Wiki, Knowledge sharing article, FAQs, Documentation for Product/Platform improvements.
- Having daily Stand-Up meetings with teams across the EMEA region to track case progresses and helping team members if they are stuck anywhere.
- Engage with cross functional teams like Site Ops, Core Engineering, Database & Performance Engineering etc for faster resolution and improvements in platform
- Tracking and working on recurring issues for permanent resolution.

- Exposure to AI technologies like Salesforce Einstein-It is a next-gen artificial intelligence that turns customer data into actionable insights and personalized shopping experiences.
- Experience providing SaaS support
- Experience providing API support

Project Handled for below Customers:

Adidas Group, L'Oreal, BestSeller, UniLever UK, HotTopic, Michaels Stores, Lacoste, PetSmart, Scotch&Soda, ECCO USA, ASDA Stores Limited, Levi Strauss & Co and many more

➤ **Infosys**

Nov 2015-Nov 2017

Project Summary:

- Salesforce developer for both Adidas and Reebok brand.
- Handle front end of Adidas and Reebok site for Latin American markets.
- Debug and fix the error within the code.
- Gather requirement from user about new request and check if those are configurational changes or code changes. Then make changes in Salesforce platform Accordingly.
- Maintain and support SFCC platform for adidas and Reebok ECOM sites.
- Engaging with the cross functional teams like third party vendors to build, drive and improve tools and processes for quicker issue resolution

Project Title: Adidas and Reebok E-commerce

Client: Adidas, Germany

Technology: Salesforce

Description: Adidas AG is a multinational corporation, founded and headquartered in Germany, that designs and manufactures shoes, clothing and accessories.

This project is about creating e-commerce sites for both Adidas and Reebok brands under Salesforce technology for around 30+ countries

Project Title: Registration App for patient (Web Application)

Client: One of the global leaders of Medical Technology

Technology: JAVA, MySQL, JSF

Description: This tool helps patients to register themselves and able to monitor and record their medical issues and symptoms.

Infosys Training @ Mysore:

Tennis-Mania:

It was a Console Based Application which was built using Python and SQL. The Main Purpose of this application to enable Tournament-Admin to Maintain the Data about Matches, Players and their Coaches and keep updating the database as the tournament progresses

EPP (Electronic Payment Portal): It was and J2EE and SQL Based Enterprise Web Application which was built Using Hibernate-Framework and MVC Architecture. It enables users to pay phone and DTH Bills. Users could also do shopping, ticket-booking and send gift to their friends over the portal.

PERSONAL DETAILS

- Date of birth: 21/12/1992
- Father's Name: Sh. Vinod Kumar Gupta
- Mother's Name: Smt. Asha Gupta
- Languages: Hindi, English (U.K.)
- Marital Status: Married
- Nationality: Indian
- Strengths: Hardworking, Talk to the point, Punctual

Declaration

I hereby declare that the above-mentioned details are true and correct according to my knowledge.

Place: Hyderabad

Urvashi Gupta