

Kshitij Sinha

Application Development Analyst

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Seeking a challenging position in IT domain, where skills and knowledge in the field of design, production and development will be utilized to the fullest

PROFESSIONAL EXPERIENCE

Organization	Designation	From	To
Accenture Solutions Private Limited, Bengaluru India	Application Development Analyst	27th April, 2018	Till today

CERTIFICATION: Veeva CRM, Copado Admin, ADM 201, Platform Developer 1 certified



SUMMARY

- Technology-driven IT professional with around 2+ Years of experience in the design and development of software solutions pertaining to Salesforce.com application development, customization and migration using Ant and Change Sets
- Experience in working as a **Veeva CRM, Veeva Vault developer, Salesforce CRM**
- Experienced in Requirement analysis, SDLC, Technical design, Functional design, Risk analysis, Development and deployment using **ANT and Copado**.
- Proficiency in SFDC Administrative tasks like creating **Triggers, Apex Class, Visualforce Pages, Profiles, Roles, Users, Page Layouts, Approval Process, Workflows, Process Builder, Rules (Escalation, Assignment, sharing etc.), Validation rules, Reports, Dashboards**.
- Experienced in performing Data migration activities using **Apex Data Loader, Workbench**.
- Analyze requests from customers and work with the team to present the most effective solutions within the given deadline and keeping them appropriately updated on status.
- Handled calls with technical and business clients on a weekly basis.

PROJECTS HANDLED

Project #1	Veeva CRM based application (ANZ Market), Client: One of the Largest Global Pharma company
Company	ACCENTURE
Duration	June 2019 - Till today
Project description	To develop one cross sector B2C event management process for managing Personal-Business accounts, Drug Samples, Surveys, Territories, Opportunities, Call-Meeting, Medical Inquiries, Engage etc.
Role	Application Development Analyst
Contributions	<ul style="list-style-type: none">• Have solely handled the project being part of the L3 team• I have been handling All the Maintenance and sprint releases for the application. Including the complete SDLC documentation, RFC creation to taking care of sign-off and timely deployment either manually or through ANT for sprint releases, all have been completed without any escalations

	<ul style="list-style-type: none"> Responsible for handling calls with client and the L2 team discussing the ongoing issues having it resolved without breaching SLA including the weekly Deck Preparation and sending it to the respected signatories Being face of the application team Have been responsible for both the SFDC and Veeva Regression testing's for Veeva ANZ application for online as well as offline platform Building customized solutions in Salesforce.com that support business requirements process. Involved in design and development using Apex Classes, Visual force pages, Apex Batch classes and Apex Triggers for various functional needs in the application. Working on reports, dashboards, workflow rules, data migration based on the requirements. Designed implemented, tested, and documented code, configurations and enhancements on relevant systems Managed and administered systems, including incident response and break-fix.
Project #2	Pharmaceutical based Veeva Vault application (GCMA), Client: One of the Largest Global Pharma company
Company	ACCENTURE
Duration	August 2018 - June 2019
Project description	Global Content Management & Approval (GCMA) is an innovative way of improving the way we create and approve all promotional materials and enable colleagues across pharmaceutical industries to search for and adapt those materials. The global solution will result in time and cost reduction by enabling cross-market content access and re-use. GCMA is designed to touch the entire lifecycle of promotional materials from inception to retirement and features new capabilities in managing claims, references and digital components used in the lifecycle.
Role	Veeva Vault Consultant
Contributions	<ul style="list-style-type: none"> Was responsible for understanding client's requirements, checking the feasibility and then implementing the changes. Along with this also acts as functional expert for resolving end user's queries. Have resolved +400 incidents, +30 Change requests, 9 RFC's and have prepared Installation Documents for change requests. Change requests analysis and maintenances for the client application using Veeva configuration. Document Migration within vault. Preparing Job - Aids and knowledge base articles. Providing L2 & L3 application support with experience in designing workflows, performing any enhancements, bug fixes adhering to change management process and fix issues related to Veeva Vault adhering to Incident Management Process. Providing Hypercare support to new markets, analysis of Default on Features for Veeva Product Testing

Educational Qualification:

S. No	Course	College/Institution	Year	%
1.	B.TECH	Kalinga Institute Of Industrial Technology	2018	86

HOBBIES: I'm passionate about literature and the works of Kafka, Orwell, and Dickens which inspires and motivates me to be involved with words whether it's in the form of poetry, article or even monologues over my website asyouhateit.com