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| SUMMARY |
| Swapnil Shikha is a Salesforce Developer. Having strong Salesforce CRM exposure 3 year and has worked extensively on Solution Design,Configuration Management Application Customization,Technically sound, highly organized, committed and an excellent team player. |
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| Master of Computer Application (MCA) from St. Xavier’s College, Ranchi |

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| WORK EXPERIENCE: |
| **Publicis Sapient, August 2019 To Present** |
| **Developer- Salesforce - FCA** |
| FCA is seeking to create a Connected CRM platform that will deliver operational efficiency, productivity and consistent communication with customers. Through the successful implementation of this project, FCA intends to: 1. Provide a personalised customer experience throughout the customer journey, by utilising creative/predictive analysis to drive relevancy. 2. Provide a seamless reporting platform for FCA MEA and the local dealers across MEA. |
| • Assessing the information & business needs of the users and understanding Business requirements. |
| • Implemented the requirements. |
| • Created process builders and workflow to automate the salesforce functionalities. |
| • Designed and developed/enhanced Apex Classes and apex Triggers for various functional needs in the application. |
| • Developed Inline Lightning pages, Lightning components for the complex UI functionalities. |
| • Brainstorm and come up with the better solutions for application flexibility and develop to ensure it is generic. |
| • Worked on community. |
| • Worked on deployment use bitbucket and git. |
| Skills/Domain: Salesforce configuration,salesforce customization,lightning,community |
| **Developer- Salesforce - Iowa Department of Agriculture and Land Stewardship** |
| The Iowa Department of Agriculture and Land Stewardship Led by Secretary Mike Naig, the Department of Agriculture and Land Stewardship serves the rural and urban residents that call Iowa home. Through its 12 diverse bureaus, the Department ensures animal health, food safety and consumer protection. It also promotes soil conservation and water quality to improve our land for the next generation. Iowa Department of Agriculture and Land Stewardship’s mission is to provide leadership for all aspects of agriculture in Iowa, ensure consumer protection and encouraging the conservation of our soil and water |
| • Assessing the information & business needs of the users and understanding Business requirements. |
| • Implemented the requirements. |
| • Created process builders and workflows, Flow to automate the salesforce functionalities. |
| • Designed and developed/enhanced Apex Classes, ControllerClasses, extensions and apex Triggers for various functional needs in the application. |
| • Developed Inline Lightning pages, Lightning components for the complex UI functionalities. |
| • Brainstorm and come up with the better solutions for application flexibility and develop to ensure it is generic. |
| • Worked on community. |
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| Skills/Domain: Salesforce configuration, Salesforce Community, Salesforce Customization, Us Bank Payment syatem |
| **Cognizant Technology Solutions, June 2018 To August 2019** |
| **Salesforce Developer - Johnson and Johnson** |
| A project for Product Compliance and Product Investigation(PCnPI) process, this captures product and product process workflow involving project creation and maintenance, product site selection, Impated product details, Patient Experince site monitoring and Product Investigation site close out |
| Configuration : Flow,Workflow,Profile, User , Recordtype , CustomMetadata, Quick Actions, Page layouts, Permission sets |
| Development: Worked on triggers, Visualforce pages, , Apex classes and Apex Test classes |
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| Skills/Domain: Salesforce, HTML, Visualforce, Apex. |
| **Trekbin Technologies Pvt Ltd, October 2017 To June 2018** |
| **Salesforce Developer - Stifel Bank** |
| A project for brokerage and investment banking firm. The Company provides securities brokerage, investment banking, trading, investment advisory, and related financial services to individual investors, professional money managers, businesses, and municipalities. |
| Configuration : Profile, Permission set, Work flows, Process Builders. |
| Development: Worked on triggers , Apex classes and Apex Test classes,Lightning component |
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| Skills/Domain: Apex , Lightning Component ,HTML. |
| **Developer- Salesforce - mizuho bank** |
| A project for Bank to keep all the track about customers and to keep all details about bank processes. |
| Configuration : Permission set, User, Workflows, Process builder, Record types, Page layouts. |
| Development: Worked on triggers, Apex classes and Apex Test classes, Lightning component. |
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| Skills/Domain: Apex , Lightning Component ,HTML. |
| **Salesforce Developer - American Securities** |
| A project for security safes and security solutions. we have protected the assets of our clients throughout the world by providing a broad array of safes and consulting services with the highest degree of quality, integrity and responsiveness. |
| Configuration : Flow,Workflow,Profile, User , Recordtype , CustomMetadata, Quick Actions, Page layouts, Permission sets |
| Development: Worked on triggers, Visualforce pages, , Apex classes and Apex Test classes |
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| Skills/Domain: Skills/Domain: Salesforce, HTML, Visualforce, Apex. |
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| EDUCATION: |
| MCA (Master in Computer Application)  | 8.4 CGPA  | St Xaviers, Ranchi/Ranchi University, 2017 |
| BCA (Bachelor in Computer Application ) | 8.4 CGPA | Ranchi University, 2014 |

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| **SKILLS:** |
| **Databases** | JSON, JavaScript, HTML5, CSS3 |
| **IDE & Tools** | BitBucket, GIT,source tree, mavenmate |
| **CRM** | Salesforce.com |
| **Managed packages** | Medvantage |
| **Salesforce development** | Salesforce Customization, salesforce configuration, Salesforce CRM |
| **Programming Languages** | Salesforce Community Cloud,Lightning,Apex,LWC |

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| ADDITIONAL DETAILS: |
| Certification/Trainings: |
| Salesforce platform developer 2 |
| Administrator salesforce |
| Salesforce Platform Developer – 1 |
| Salesforce App Builder |
| Copado Admin Certified |
| Links: |
| Linked In | <https://www.linkedin.com/in/swapnil-shikha/> |