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| --- | --- | --- |
| **Objective** |  | I am seeking for a position where I get a challenging work to demonstrate my expertise and to extend my Salesforce CRM knowledge to higher levels in terms of technical and leadership growth. |
| **PROFESSIONAL EXPERIENCE** |  | * Having 5.2 years of total IT experience in which 3.4 years of relevant experience in Salesforce and 1.6 years relevant experience in .Net Technology. * Expertise in Salesforce.com, Apex Class, Apex Trigger, Batch Classes, Scheduler Class, Designing Visualforce pages, HTML, CSS and Java Script. * Having knowledge of Lightning Aura Component. * Certified Force.com Platform Developer 1, ADM 201 and App Builder. * Experience working with Force.com IDE design and Development of Custom Application for Business processes. * Skilled in customizing standard object, develop custom object, Page Layouts and Record Type to distinguish between various requirements. * Proficiency in SFDC Administrative task like creating Profiles, Roles, User Page Layouts, Workflow, Approval Process, Process Builder, Reports and Dashboard. * Worked in Sharing setting, OWD, managing user roles and profiles. * Experience in Data Migration exporting and importing data using Import Wizard, Data Loader and Salesforce Inspector. * Expertise to solve the customer issue. * Expertise in Transition Management. * Experience in Deployment using Change set. * Having good working knowledge in querying salesforce.com database using SOQL. * Having good knowledge of Service Now tool. |
| **Technical** **Skills** |  | * **Primary Skills**: Salesforce.com, Lightning Aura Component, Apex Trigger, Apex Batch Class, Basic Knowledge of Apex Integration, VF Pages, Apex Programming, JavaScript, SOQL, SOSL, CSS, HTML 5. * **Tools:** Eclipse with Force.com IDE, Salesfroce.com Data loader, Salesforce Inspector, Workbench, Service Now, Excel and Notepad++ |
|  |  |  |

# **PROFESSIONAL EXPERIENCE:**

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# PROJECT DETAILS:

1 Health Care (Wipro Limited, PUNE) NOV/2020 - Current Date

**Description:**

Image Guided Therapy Devices (IGTD) is a healthcare provider, focus is on improving treatment for every patient, every time. At Philips Image Guided Therapy Devices, we help you achieve that goal. These services are offered to B2C and B2B consumers. The business management of leads consists of the identification of lead by entering it in the system, and ensuring it can be converted into a qualified Account, Contact, Lead and an Opportunity and Event to track the progress of the customer’s potential deal.

Type: Development

# Roles & Responsiblities:

* Working on the Apex classes, Batch classes, process builder, workflows and Visual flows, validation rules.
* Working on the security aspects such as creating a role hierarchy, queues, profiles, Permission sets, users, OWD.
* Working on the Agile Methodology.
* Customizing and developing the application as per the requirement.
* Working on the SOQL, SOSL queries and creation of standard fields and custom objects, page layouts, record –types to distinguish the business requirements.
* Having experience in creating the lightning pages, lightning communities, navigating from one lightning component to another or from lightning component to page and vice-versa.
* Have an experience in the Salesforce Sales Cloud.
* Working on Lightning Aura Component.
* Having the good knowledge of Package.xml.
* Having the knowledge of Deployment through Visual Force Tool.
* Good Experience of handling the Customers.

2 Health Care (Wipro Limited, PUNE) May /2020-Nov/2020

**Description:**

Circular Equipment transforms used medical imaging equipment into high quality diamond select solution. It’s a lower cost and future proof solution, with the same as new quality standards and support you can expect from Philips. All Diamond Select system are indistinguishable from new**.** The business management of leads consists of the identification of lead by entering it in the system, and ensuring it can be converted into a qualified Account, Contact, Lead and an Opportunity and Trade- in Request (Custom Object) to track the progress of the customer’s potential deal.

Type: Development

# Roles & Responsiblities:

* Working on the Apex classes, Batch classes, process builder, workflows and Visual flows, validation rules.
* Working on the security aspects such as creating a role hierarchy, queues, profiles, Permission sets, users, OWD.
* Working on the Agile Methodology.
* Customizing and developing the application as per the requirement.
* Working on the SOQL, SOSL queries and creation of standard fields and custom objects, page layouts, record –types to distinguish the business requirements.
* Having experience in creating the lightning pages, lightning communities, navigating from one lightning component to another or from lightning component to page and vice-versa.
* Have an experience in the Salesforce Sales Cloud.
* Working on Lightning Aura Component.
* Having the good knowledge of Package.xml.
* Having the knowledge of Deployment through Visual Force Tool.
* Good Experience of handling the Customers.

3 Lights Management (Wipro Limited, PUNE) JAN/2018 – May 2020

**Description:**

The company in lighting for professionals, consumers and lighting for the Internet of Things. Our energy efficient lighting products, systems and services enable our customers to enjoy a superior quality of light. These services are offered to B2C and B2B consumers. The business management of leads consists of the identification of lead by entering it in the system, and ensuring it can be converted into a qualified Account, Contact, Lead and an Opportunity to track the progress of the customer’s potential deal.

Type: Development and Support

# Roles & Responsiblities:

* Working on the Apex classes, Batch classes, process builder, workflows and Visual flows, validation rules.
* Working on the security aspects such as creating a role hierarchy, queues, profiles, Permission sets, users, OWD.
* Customizing and developing the application as per the requirement.
* Working on Triggers, Data Loader, Customization and configuration according to the requirements.
* Gain knowledge of Service now.
* Working on the SOQL, SOSL queries and creation of standard fields and custom objects, page layouts, record –types to distinguish the business requirements.
* Having experience in creating the lightning pages, lightning communities, navigating from one lightning component to another or from lightning component to page and vice-versa.
* Have an experience in the Salesforce Sales Cloud.
* Implemented the approval process and also having an experience in Salesforce Outlook Sync.
* Providing fixes to the issues identified in the system testing and UAT.
* Provided L2 support to the production issues after the Go-Live and worked on the change requests as per the business requirements.
* Adopted to Agile (Scrum) methodologies.

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4. BANKING SECTOR (Wipro LIMITED, Pune) JAN /2017 – JAN/ 2018

# Application and Content developer

TD bank is the fastest growing bank in USA. We have designed and developed a complex website for the TD bank and its users for banking related operations and corporate banking modules in TD Bank web site.

Type: Tech Admin UI.

# Roles & Responsiblities**:**

1. Worked as a Tech Admin UI and designed different pages (Admin Groups).
2. Worked on the security aspects of the applications.
3. Supported hosting of jobs for different security groups on the application portal.
4. Performed CRUD operations using MVC.
5. Designed the UI of the application using Bootstrap.
6. Created and modified SBR (Small Business Rate) which includes:
7. The main purpose of the Small Business Rates System Replacement Project is to generate PDF rate reports for TD Bank Regions according to dynamic input data will be feeding via delimiter text file.
8. Taking SBR.txt file as input and creating 2 PDF (External and Internal) for 30 regions according to the bank region.
9. In this Project, we had used Rotativa tool ASP.NET MVC library, which helps to generate PDF from MVC controller.
10. We had also used PDFSharp in this project.
11. This Project is migrated from the Perl language to Net Language.
12. Actively performed the Poc of the Rotativa Tool.
13. My work area includes MVC5, creating web pages, Backend Database (MySQL Server 2008).

5. BANKING SECTOR (WIPRO LIMITED, PUNE) Dec /2016 – Jan/2017

U.S. Bancorp (stylized as us Bancorp) is a bank holding company based in Minneapolis, Minnesota. It is the parent company of U.S. Bank National Association, known as U.S. Bank, which is ranked 7th on the list of largest banks in the United States.

Type: Development and Enhancement.

ROLES & RESPONSIBLITIES:

•My work area includes MVC5, creating web pages, Backend Database (MySQL Server 2008).

•Worked as a UI Developer, assisting my team in developing two different Web-based applications.

•Extensively involved in front end screens using JavaScript, CSS and Bootstrap.

•Used Bootstrap front-end framework for faster and easier web development with SQL Server database as the backend.

• CSS3 latest tags are used to design the webpages and HTML local storage web applications are used to store data.

•Worked on applying the styling to the pages and JavaScript for user interfaces.

•Used Visual Studio 2015 Eclipse IDE for designing, coding and developing the application.

•Implemented JavaScript source code, embedded nested handling logic using JavaScript event handlers and call back functions.

•Involved in daily meetings and communication with the business users.

•Actively participated in training sessions.

•Environment- Visual studio 2015, MVC5, C#, MySQL Server 2008.

# AWARDS &RECOGNITION:

* In 2019 awarded as a “**Signify Excellent Gratitude Award”** from Signify Customer.
* In 2020 awarded as a “**Delivery Excellence Award** ” from Wipro
* In 2018 awarded as a **“PAT on the Back**” from Appirio.

# CERTIFICATES:

* Salesforce Administrator Certified (ADM -201).
* Salesforce Platform Developer Certified (PD1).
* Salesforce App Builder Certified.

QUALIFICATION:

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| --- | --- | --- |
| **Name of the Degree** | **Name of the University/Board** | **Result** |
| MTECH (Master in Information Technology) | Vellore University | 78% |
| B.C.A(Bachelor of Computer Application) | Guru Gobind Singh Indraprastha University. | 78% |
| H.S.C | CBSE Board | 75% |
| S.S.C | CBSE Board | 60% |

PERSONAL DETAILS:

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| --- | --- |
| Name | Gourav Narula |
| Date of Birth | 19-JAN -1994 |
| Language | Hindi, English |
| Nationality | Indian |
| Mobile Number | 9560016792 |
| LinkedIn | <https://www.linkedin.com/in/gourav-narula-012303ab/> |
| Trailhead Points | 31,825 |

HOBBIES & INTEREST:

Reading Books, Traveler, Playing Cricket and Listening Songs.

**I hereby declare that the facts given above are true and correct to the best of my knowledge.**

Signature