

# JAPLEEN KAUR

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## PROFILE SUMMARY

- 5X Certified Salesforce Consultant - **Community Cloud Consultant, Service Cloud Consultant, Einstein Analytics, Platform Developer (PD1) & Salesforce Certified Administrator (ADM 201)**, with more than 2 years of experience working as per project requirements using classic and lightning platforms.
- Looking for a challenging and growth-oriented opportunity where I can further enhance my skills, develop my creativity and put in my maximum efforts to be an active participant in the organization's development.
- **Experienced around Salesforce.com Platform Development, Aura Framework, Salesforce CPQ, Service Cloud, Community Cloud, Platform Events, Administration and Security.**
- Extensive experience over designing of Custom Logic, Lightning Components, Process Builder, Lightning Flows, Validation Rules, CMS Connect, Sharing & Security Rules, Apex Trigger, Reports & Dashboards as per the client and application requirements.
- Excellent team player, self-motivated, quick learner with good communication skills and troubleshooting capabilities.
- An active participant and co-ordinator of Team Building activities.

## EXPERIENCE

### Associate Consultant, Appirio – A Wipro Company

From May 2018 – Till Date

## KEY PROJECTS

Client : Microfocus

April 2019 - Till Date

Project : Microfocus Stack- C Design

### Roles & Responsibilities:

- Worked as a senior and lead developer in Partner Management track.
- Solely responsible for setting up Partner Community for their Partners.
- Enablement of Accounts as Partners and onboard users as per the flow.
- Used CMS Connect to leverage their existing DRUPAL Templates.
- Implemented Custom Solution using Apex Triggers/Lightning Component/Lightning Flows etc.
- Knowledge of Sharing In Communities.
- Developed solutions for raw requirements on interacting directly with Business Analyst/Client.
- Shadow-ed a resource on this project thus acting as a lead for that resource.
- Presented several demos to the client and other stakeholders.
- Deployment using GIT & ANT.
- Knowledge of Conga Composer & Adobe Sign for Salesforce

**Client : Staples**  
**Project : Staples Europe B. V. – Service Cloud Implementation**

**November 2018 – March 2019**

**Roles & Responsibilities:**

- **Service Cloud Implementation**
- Implemented Custom Solution for Case Management using Apex Triggers/Lightning Flows/Process Builders, etc.
- SSO Setup
- Omni Channel configuration for Case Routing.
- Implemented Macros for automation / knowledge articles / automated email communication.
- Single Resource at the time of Go-Live.
- Created an asset to assign users to public groups and vice-versa in lightning UI.
- Written Apex Test Methods to maintain code coverage.

**Client : Community Brands**  
**Project : Ministry Brands – Community Brands**

**Aug 2018 – Nov 2018**

**Roles & Responsibilities:**

- Salesforce CPQ Implementation
- Integration of DocuSign with Salesforce CPQ
- Configuration of Product Bundles, Product Rules, Price Rules, Quote Templates, Quote Terms, etc.
- Implemented Guided Selling to filter products as per requirement.

**ACADEMIC QUALIFICATIONS**

**Bachelor Of Technology, Computer Science Engineering (Honours)**  
JECRC Foundation, India

**2014-2018**

**ACHIEVEMENTS**

- Nominated for “Consultant Of The Year, 2019-20”
- Received “Delivery Excellence Award” for Microfocus Project.
- Received “Pat On The Back(POB)” for excellence in Microfocus Project (September 2019).
- Got a TECH blog published on “How to send emails to Non – Contacts with APEX”  
LINK-<https://hub.appirio.com/cloud-powered-blog/simplify-sending-email-to-non-contacts-with-renderstoredemailtemplate>
- Achieved Ranger Rank on trailhead. Completed 1 Super Badge. Have 70+ Badges and around 50000 points.
- Appreciation from the Microfocus Client for successful demos.

**EXTRA - CURRICULAR**

- Won 1st prize in Drama Troopers & ART event in Jaipur Express (Annual Cultural Event), Appirio.
- Core Member of Appirio’s Engagement Team (for fun activities and other such events).
- Core Member of Appirio’s AppDev CoE group wherein the responsibility was to organize sessions every fortnight in order for co-workers to grow while learning.
- Core Member of Appirio Salesforce Day Organizing Committee.

