MONIKA CHOURASIYA
Salesforce Developer

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PROFESSIONAL SUMMARY

- A Professional having total 6+ year experience in software Industry including 2+ years of experience inSalesforce Admin and Development.
- Presently associated with Capgemini as senior consultant (Technical Lead) since September 2021 to till present.
- Having good knowledge of Salesforce.com implementation.
- Having good knowledge of Standard/Custom Objects, Fields, Validation Rules, Page Layouts & Tabs.
- Having knowledge of Process Builder, Workflow Rules, Roles& Profiles.
- Experience in SFDC Development using Apex classes and Triggers, Visual Force Pages, Workflows and Approvals, Email Templates, Email Alerts, Web-to-Lead, Web-to-Case, Email-to-Case, Custom Tabs.
- Experience in data exporting and importing using Apex Data Loader.
- Have basic knowledge of Salesforce Lightning and its components.

EXPERIENCE

Senior Consultant
Capgemini Technology Services India Limited
📅 10/2021 - Ongoing   📍 Noida, India

Capgemini SE is a French multinational information technology (IT) services and consulting company. It is headquartered in Paris, France. Rican multinational technology company that provides business consulting, informationtechnology and outsourcing services. It provides computer programming services related to software development, integration, and maintenance services for customers across globe.

- Senior developer for Enterprise Salesforce Edition and Ultimate Salesforce Edition with 500+ Salesforce licenses.
- Managed Case team for three months which consisted of 5 employees.
- Conducted several 1-day Boot Camps on the Salesforce Platform features in Community.
- Worked across various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud apps.
- Working as internal code reviewer for junior developers as related to apex best practices.
- Working as an Technical Lead in B2B commerce cloud project.

Salesforce Developer
Cognizant Technology Solutions, India
📅 07/2020 – 09/2021   📍 Noida, India

Cognizant is an American multinational technology company that provides business consulting, information technology and outsourcing services. It provides computer programming services related to software development, integration, and maintenance services for customers across globe.

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I.T Analyst
Tata Consultancy Services

📅 02/2019 - 06/2020   📍 Gurgoan, India

Tata Consultancy Services is a Private, Business Services based company which offer business process consulting and development services through the Salesforce Platform and its App Exchange app Development.

- Conducted several 3-day Boot Camps on the Tool for Senior Executives & IT Leads.
- Worked with the team on App Exchange product development name Ultimate Parent.
- Worked across various SFDC implementations covering Sales Cloud, Service Cloud, , Community Cloud, and AppExchange applications.
- Managed developer team for 8 months which consisted of 5 developer for client across globe.

📅 02/2019 - 06/2020   📍 Gurgoan, India

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Senior Software Engineer

Aricent Technologies

📅 03/2015 - 01/2019   📍 Gurgaon, India

Aricent Technologies India-based supplier of enterprise solutions and services, such as enterprise resource application, knowledge management, supply chain and e-Business applications. The company is engaged in information technology business.

- Mainly worked on classic UI of Salesforce Platform.
- Worked across various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud apps.
- Worked in a team of 10 resources throughout the journey.

PROJECTS

Piramal Group Financial Services [Sales Cloud Implementation]

Providing expertise in both wholesale and retail funding opportunities across sectors for scalable and sustainable returns. Piramal Capital & Housing Finance, a housing finance company that provides end-to-end financing solutions in both wholesale and retail funding across sectors.

- Worked with the Business Operations team to refine and scope technical requirements derived from business objectives and customizing the application to meet the business requirement.
- Designed, and developed the Custom objects, Validation rules, Page layouts, Record types, Custom tabs, Components, Lightning Components to suit to the needs of the application.
- Created and manage administration processes including workflows, validation rules, approval process, assignment rules, reports and dashboards to continuously monitor data quality and integrity.
- Configured sharing rules, roles and OWD setting for record level settings and created custom profiles and assign the users to set the object level & field level setting.
- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Designed, developed and deployed Apex Classes, Controller Classes, Apex Triggers, packages for various functional needs in the application.
- Integrated Salesforce with other External applications Like CIBIL, HUNTER, KARZA, DMS, PENNANT using SOAP and REST web service API's. Collaborated with teams to design and implement salesforce integration.
- Worked on Integrations to consume APIs from other systems through APIGEE platform involving different types of Authentication (Basic, OAuth2.0 & JWT).
- Use Copado (CI/CD), Git Hub and change sets for deployments.

Valvoline Cummins Pvt. Ltd.

- Valvoline is a leading worldwide marketer and supplier of premium branded lubricants and automotive services, with sales in more than 140 countries. Established in 1866, Valvoline's heritage spans over 150 years, during which it has developed powerful Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into salesforce.com from other databases and CSV files.
- Configured and customized Service Cloud Cases, Assignment rules, Escalation & Auto response rules and Email-to-case in the exchange server.
- Experience working on Case Management, Captured cases from the Company's website and customer emails.
- Escalated cases according to the case priority and Worked on Auto response rules if customers contacted beyond the business hours.
- Worked with end to end Service Cloud implementation like Case Management, CTI integration, SMS API Integration.
- Configured Omni Channel, Queue routing, custom settings, Roles, profiles, groups, chatter, IP White listing, Omni supervisor.
- Involved in UNIT testing and Integration testing.

GoPro

- GoPro is a modern media organization and a market leader in the development,manufacturing and marketing of high-definition versatile cameras. It provides an unparalleled experience by converging devices, social platforms and aerial cinematography through an ecosystem of cameras, drones and mobile devices. Aricent is involved in all phases of GoPro's

product lifecycle like Research and development of unmanned aerial vehicles or drones, Development of a next-generation media platform that can host several million videos and GoPro camera software sustenance support and testing.

- Worked with end to end Service Cloud implementation like Case Management, CTI integration, SMS API Integration.

Attainments:
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- Awarded a WOW - Team Excellence Award for Accountability, Extra-ordinary commitment and ownership in test automation frameworks development.
- Successfully cleared Testing Skills & Communication and Collaboration certifications at a company level

ACHIEVEMENTS

- In year 2015, Successfully Completed PRISM Nalanda Training of ARICENT.
- In year 2014, Secured 2nd rank at college level for third highest Graduation score.
- During year 2014 - 2011, organized and participated in various technical, cultural and sports events at College Level.

ACADEMIC/TRAINING PROJECTS

Summer Training:

- Organization: VI SEM Summer training at "VS –infolinks ", Hyderabad in JAVA.
- Scored Grade-A (above 85%) and awarded by a Certificate for excellence in training.
- Project: Human Resource Management using Core Java.
- Time Duration: 1 Nov 2013- 1 April 2014

EDUCATIONAL BACKGROUND

Year	Degree	Institution/ Board	Class/%
2014-2011	Master of computer Application(MCA)	Rajiv Gandhi Prodyogiki vishwavidayala University,Madhya Pradesh	87.62%
2010-2007	Bachelor of Computer Application (BCA)	Jiwaji University, Madhya Pradesh	78.60%
2007	Senior Secondary Examination	MP	69.70%
2005	Secondary Examination	MP	68.20%