**Renu Swarnkar**

Salesforce Administrator and Developer

Cell: 9986904634 / 9820274548

Current Working Location: Bangalore

Preferred Working Location: Bangalore (But Flexible for any Location)

Years of Experience: 10.4 Yrs

Relevant Years of Experience: 2 Yrs

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**PROFESSIONAL SUMMARY**

• Spent overall 10.4 yrs in IT industry as Senior developer and around 2 years of experience in
Salesforce.com as Administration and Development still seeking for challenging positions with
leading organizations offering ample avenues for personal growth as well as an opportunity to
contribute to the overall organizational growth.
• Proficient in using meta-data migration tools like Eclipse IDE, Workbench, Change sets tool in
Salesforce for data migration.
• Good knowledge in configuring and integrating Salesforce.com with external applications using REST
Explorer.
• Experience on Record Sharing using manual sharing, sharing settings and apex sharing in Salesforce.
• Designed and developed Process Builder, Flows, Screen Flow, Workflows and validations rules, custom
objects, custom fields, page layouts, record types, custom tabs, Force.com sites along with experience
in administration of Salesforce security access, creating Profiles, Permission sets, Roles and Users
• Experience in SFDC Technologies such as Apex, Visual Force, Controllers, Triggers.
• Experience over creating Workflows, Validation rules and sharing & security rules.
• Designed and developed custom reports and created dashboards from source reports.
• Worked on Production Defect fixes.
• Knowledge on designing and developing Lightning Components as well as hands on in SLDS.
• Worked with an Agile, Waterfall methodology to ensure delivery of high quality work.
• Experience in writing the SOQL queries to retrieve the data.
• Possesses experience in all facets of Software Development Life Cycles (SDLC) viz. requirement analysis, architecture, design, development, testing, and post implementation revisions.
• Excellent team player and execute tasks under less supervision.
• Committed to excellence, self-motivator, quick-learner, diligent, team-player, and a prudent developer with strong problem-solving skills and communication skills.

**TECHNICAL EXPERTISE**

**Languages** C, C++, Java, SQL, Siebel 7.8, 8.0, IP 16, IP 17**,** Visual force Pages, Apex Classes

**Database** Oracle 8i/9i/10g, MS SQL, Toad, SQL\*LOADER, Apache Tomcat, SOQL, SOSL

**Operating System** Windows 9X/XP/Vista, MS-DOS, UNIX

**Domain Skills** Healthcare, Financials, Telecom

**Web Tool** HTML, CSS, JavaScript, XML, Dreamweaver, Force.com IDE(Eclipse), Data Loader

**CRM Packages** Salesforce.com

**External Certification** Salesforce Certified Administrator (SP20)! and Preparing for PD1 certification

**EDUCATION**

• Master of Computer Application from CSVTU in Year 2009, Bhilai (CG).

• Bachelor in Mathematics from GGDU in Year 2005.

**TECHNICAL TRAINING EXPERTISE**

• Attended various trainings on Java, Salesforce.

**ACHIEVEMENT OR AWARDS**

• In Accenture 2016, I was Awarded with H1 CMT APEX Award for delivering high quality solutions and made an impact on client value creation.

**PROJECT DETAILS**

**DEC 2018 – APRIL 2020**

**Project Name: GE AVIATION SERVICE CLOUD**

**Role: Salesforce Admin and Developer**

**Company Name: Birlasoft India Limited**

**Description:**

This project is dealing about the service firm for GE Aviation, Complete development is based on the service cloud, and communities. The project developed based on the different customers like GE, Honda, Snecma, EA. This completed module access different from based on the engine models and roles. Community is used to give separate domain for the partner users.

**Responsibilities:**

* As a Salesforce admin, managed user accounts by creating roles, profiles and user group, security controls, personal information setup, password reset, updating company profile and Network access setup.
* Created custom objects, tabs, fields, page layout to satisfy the business requirements.
* Involved in setting up field level access for each custom object created based on the user’s role.
* Worked with field & page layout customization for the standard objects like account, contact and leads.
* Involved in migrating data into Salesforce application using apex data loader.

**Environment:** Force.com (Visualforce Pages, Apex Class), Data Loader, Salesforce CRM, Html, JavaScript, Communities.

**MAY 2017 – NOV 2018**

**Project Name: Siebel EMEA CDF International**

**Client: WELLS FARGO**

**Role: Siebel Developer**

**Company Name: Birlasoft India Limited**

**Description:**

This project is an upgrade project and based on Order Management. It is used for Credit Decisioning for Deal (i.e. Opportunity) and Risk Understanding. Involved in Project management activity, initiating call with client and Users, requirement gathering and preparing technical specifications.

**Responsibilities:**

• Analysis of the assigned modules by Walkthrough. Designing of the assigned modules Coding of the assigned modules. Code delivered with zero defects and it is delivered on time. Worked on EIM stuffs as well.

• Extensively worked in analyzing modules of upgrade stuffs into HI to Open UI.

• Created PM and PR files.

• Sent Reports to the Client.

• Scheduled Workflows Using Workflow Manager.

• Involved in debugging and troubleshooting.

**Environment:** Windows 2012, Siebel Open UI IP 16 and IP 17, Oracle 9i

**AUG 2016 – DEC 2016**

**Project Name: Bell Canada (Siebel Open UI)**

**Client: Bell Canada Telecom Services in France**

**Role: Siebel Developer**

**Company Name: Accenture Technology Private Limited**

**Description:**

Bell Canada is the France Telecommunication Services, one of the world’s leading telecommunications operators. Client working with the SR’s. Understanding the requirements by Walkthrough then accordingly preparing the

Technical Design documents. And as per the requirement doing the development work and Unit testing before migrated to higher environment. Under one project, multiple small projects are working and I am working with a small Project

i.e. POS ESSC. (Pricing and Ordering Simplification). This Project is based on Service Request. Main Aim of this project is to:

• Standardize the communication for pre-sales, provisioning, service and billing requests

• Reducing the communication back and forth by ensuring a more complete set of information initially entered

for each request

• Improving customer experience

• Improving employee Productivity

• Have better traceability of the internal communication by customer account

• Ability to report on SLAs for the different tasks performed

• There are existing Retail and Wholesale Agent segregation of account information. Retail Sales Agent should only see Retail Accounts; wholesale sales Agent should only see wholesale accounts.

• I joined that Project in Development Phase and internal Testing was going on.

**Responsibilities:**

* Analysed of the assigned modules by Walkthrough.
* Designed the assigned modules
* Developed the assigned modules

**Environment:** Windows 7, Siebel 8.1.1.10, Siebel Tools

**OCT 2015 – JUL 2016**

**Project Name: Orange CIMA Spain (Siebel OM)**

**Client: Orange Telecom Services in Spain**

**Role: Siebel Developer**

**Company Name: Accenture Technology Private Limited**

**Description:**

Orange is the key brand of France Telecom, one of the world’s leading telecommunications operators. With almost 131 million customers, the Orange brand covers internet, television and mobile services in the majority of countries

where the Group operates. In this project Accenture is working for Orange Spain. This is a large multi-vendor and multi technology program from client’s perspective. Accenture is involved in this project for the BSS part of Orange Spain, fixed line systems. Accenture is responsible for the maintenance and developments that involve BSS of Orange Spain. Both AD and AM work is in scope for IDC.

**Responsibilities:**

• Analysed the assigned modules by Walkthrough.

• Designed the assigned modules Coding of the assigned modules.

• Code Delivered with zero defects and it is delivered on time.

• I worked on some complex requirements as well like Batch, Interfaces, Application Data Map and Integration Data Map. Also I am assisting my juniors in technical and non-technical area.

• As per my earlier experienced, in very short span of time, I worked on different areas like Open UI, Web services, EAI, Configuration, Admin jobs and some managerial activities.

• Worked on Task based UI stuff.

**Environment:** Windows 7, Siebel 8.1.1.10 and 8.1.1.11

**JUL 2013 – SEP 2015**

**Project Name: Farmers**

**Client: Farmers Insurance US Based**

**Role: Siebel Developer**

**Company Name: Capgemini India Private Limited**

**Description:**

This Insurance Company provides a wide variety of Insurance coverage in the areas of Auto, Home, Life, Financial, Business, Commercial, Recreational and Motorcycle. I worked in Service Request module. In this module, worked on Siebel Configuration and EAI. Project was based on Financial Service and here will work on existing Policies. Hands on in Open UI some areas also.

**Responsibilities:**

• Analysed the assigned modules.

• Designed the assigned modules.

• Implemented the assigned modules.

• Extensively worked on Service Request Module.

**Environment:** Windows 7, Siebel 8.1.1.10 and 8.1.1.11

**SEP 2010 – MAY 2015**

**Project Name: BaxterUI (Siebel OM)**

**Client: Baxter HealthCare, UK**

**Role: Application Production Support and Developer**

**Company Name: Capgemini India Private Limited**

**Description:**

The main functionalities offered by the Application are the following:

-Order Management: creation validation and release of sales order with AS400 integration

-Product Management: replication of 'Products information from AS400

-Contact Management: managing inbound/outbound media and their integration with Siebel: EMails, faxes, calls

-Account Management: replication and maintenance of Customer information Siebel Primavera includes other functions such as: Service Requests management; Inbox management; Quotes management etc..

**Responsibilities:**

• As per the business need make configuration changes, Design, modify & testing of Siebel Web Templates.

• Implemented assignment rules to meet different business need.

• Implemented and managed siebel service request hierarchy.

• Run Batch assignments & Assignment Rules

• Run & Manage scheduled job

• Developed and modified Siebel documents templates

• Made configuration changes for Siebel Test environment as

• Refresh Activities (replicating Production data into Test

• Environment)

• Service Request Hierarchy setup, LOV setups

• Monitor Web Methods Integration Server’s error handling framework for replication of Order, Invoices, Bill to, Ship to etc.

• Provide solutions/root cause for the error’s in Web sphere.

• As a part of support job, resolving issue assigned through

• Remedy EARS (BMC Tools)

• Done Siebel admin roles & responsibilities like SRF, Repository migration. DDL synch., Supporting Production environment which includes Daily health checks as regularly checking status of servers & components. Monitored status of JOBs/Tasks.

• Server resource monitoring (CPU/Memory/Disk space), Database refresh activity, Opening SR with oracle in case of critical issues..

**Environment:** Siebel 7.0.0.0, Oracle 10g, Windows based Application