



## RAESHMA ARUL

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### Executive Summary:

- Worked on Salesforce **Configurations and Customizations** for 3 years.
- Worked on Salesforce Configurations like **Workflows, Process Builders, Validation rules, Page Layouts, Record Types, Lightning App Builder.**
- Worked on Salesforce security related to **profiles, permission sets, Queues, Org wide defaults, Public Groups, Sharing settings.**
- Worked on **Apex, Triggers, Test Classes.**
- Worked on **Lightning** development based on **Aura** framework.
- Worked on **Apttus CPQ.**
- Worked on Version Maintenance of orgs using tools like **Workbench, GitHub for desktop, Code Compare.**
- Experience in ticket tracking tools like **ServiceNow, HP ALM.**

### Worked With:

| Organization | Tenure            | Designation       |
|--------------|-------------------|-------------------|
| Accenture    | May' 17 – Current | Software Engineer |

### Education:

| QUALIFICATION | YEAR | SCHOOL/COLLEGE                                  | CGPA/Percentage |
|---------------|------|---|-----------------|
| B. Tech in IT | 2017 | Kumaraguru College of Technology, Coimbatore    | 7.2             |
| 12th          | 2013 | St. Joseph's Matric. Hr. Sec School, Coimbatore | 86.4%           |
| 10th          | 2011 | St. Joseph's Matric. Hr. Sec School, Coimbatore | 88.4 %          |

### Professional Experience:

|                                     |   |
|-------------------------------------|---|
| <b>Project Title</b>                | <b>ABB – TQ ( June 2017 – Jan 2020))</b>  |
| <b>Project Description</b>          | The objective of this project was to implement a new sales and billing system for the Client with flexibility that serves different functionalities based on their product type and Country of sale.  |
| <b>Role</b>                         | Salesforce Developer  |
| <b>Roles &amp; Responsibilities</b> | <ul style="list-style-type: none"><li>• To monitor Production issues via SNOW.</li><li>• To make sure that tickets assigned were resolved in time within the SLA.</li><li>• To communicate with the user for better understanding the production issue and give them possible work around till the issue is fixed and to ensure that the production flow is not affected.</li><li>• To provide defect fixes for new releases.</li></ul> |

|                                     |   |
|-------------------------------------|---|
| <b>Project Title</b>                | <b>ABB – STS LEX Migration (Feb 2020 - Present)</b>   |
| <b>Project Description</b>          | The objective of this project is to Migrate their application into Lightning with all the previously existing Custom functionalities intact.  |
| <b>Role</b>                         | Salesforce Developer  |
| <b>Roles &amp; Responsibilities</b> | <ul style="list-style-type: none"> <li>• To check the existing functionality in classic and its feasibility in lightning.</li> <li>• Provide unit test for all the readily available OOB functionalities in lightning.</li> <li>• To provide a solution based on configuration or customization as required.</li> <li>• Provide User training and Technical design document for the fix provided.</li> <li>• To update the fix provided in the baseline tracker, which gives Managers and FAs the overview of the fix provided.</li> <li>• To push the fixed version of metadata into the repository and update the same for tracking purposes.</li> <li>• To handle any defects raised by the testing team on the fixes provided.</li> <li>• To perform Changes as per the CRs and update the repository accordingly.</li> </ul> |

## STRENGTHS AND INTERESTS

- Good Written and Communication skills.
- Easily Motivated and Quick Learner.
- Enthusiastic to take up challenging tasks.
- Badminton Player

## PERSONAL DETAILS

**Birthday** - 03 July 1995  
**Marital Status** - Married  
**Nationality** - Indian  
**Languages** - English & Tamil

## Declaration

I hereby affirm that the above information is true to the best of my knowledge.

**Raeshma Arul**  
 (Signature)