KUSHAGRA **GUPTA**

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I am an IT professional with the two plus years of experience, Salesforce certified administrator and currently looking opportunities in Salesforce.

EXPERIENCE

CURRENTLY WORKING, SINCE MARCH 2018

SYSTEM ENGINEER, TATA CONSULTANCY SERVICES

<u>Projects Undertaken</u>:

 # Eli Lilly and Company, Noida
Multiple Applications (pharmaceutical Application).
Applications basically deals with the on demand to the patients and their needs.

Responsibility:
- Salesforce profiles, Roles Hierarchy, Sharing Rules and security.
- Expertise in understanding of Salesforce standard objects Leads, Account, Contact, Opportunity, Products, Price Book, Lead process, Sales process, Forecasting etc.
- Proven ability to create and manage Salesforce custom objects, fields, formulas, validation rules, custom workflow and approval process.
- Building LWC components as per the business requirement.
- Setting Up Tableau CRM Dashboards, Dataset, Lenses.
- Working with Apex Triggers.

Role Played: Support
Skills Used: Apex, SOQL, SOSL, Workflow Rules, Validation Rules.
Tools Used: Salesforce.com,Force.com,VS code, CLI, GIT

 # Income Tax Business Application(ITBA), Vaishali (Client Location)
Income Tax Business Application deals is an application which deals with the end to end services provided to an Assesse officers PAN India.

Responsibility:
- Responsible for major procedures, triggers, object etc. in PL/SQL as per the instructions by the Department such as blocking of refunds for the PAN's which are not linked with UIDAI.
- Providing the end to end functional support of an application. Guiding the officers about functional changes as per the day to day update given by the department.
- Brain storming with the clients such as addl CIT/CIT on escalated cases which are given by higher govt. authority (CBI) for the investigation purpose.

Role Played: PL-SQL Developer/Module Lead
Skills Used: PL/SQL, Oracle Form.
Tools Used: Oracle 10g, Oracle Form Builder

 # CITI Bank, Kolkata

CITI bank (Private Bank Repository).

Private Bank Repository of the CITI Bank deals with the report generation for the managers and higher authorities based on the data present in the Database (Repository).

Responsibility:

- Going thorough with the Business Required Document and Functional Required Document and discussing the same with the Project owners (Client) about the Private Bank Repository.
- Responsible for the end to end testing in SIT and UAT phase during the SDLC.
- Make Understand the Developers about the short comings.

Role Played: PL-SQL Developer/ Tester

Skillset Used: SQL, Analytical Skills

Tools Used: Oracle SQL, MS-Excel, MSTR REPORTS, HPQC.

EDUCATION

S.NO	COURSE	SPECIALIZATION	COLLEGE NAME	UNIVERSITY/BOARD	YEAR	%
1	B.TECH	ELECTRICAL & ELECTRONICS	Noida Institute of Engineering & Technology, Gr Noida	AKTU (FORMERLY: UPTU)	2017	65%
2	12TH	PCM + Comp. Science + ENG	S.L.S. D.A.V Public School, Delhi	C.B.S.E	2013	75%
3	10TH	ALL SUBJECT	S.L.S. D.A.V Public School, Delhi	C.B.S.E	2011	74%

SKILLS

- Salesforce CRM, Apex Triggers, SOQL and SOSL
- Profiles, Roles, Security Settings
- Validation rules, record types, Page Layouts
- Java Script
- Apex

- Visualforce
- Data Loader and Workbench, Email Templates.
- Workflow and Process Builder, Reports and dashboards.

CERTIFICATION:

**SALESFORCE
CERTIFIED ADMINISTRATOR**

ISTQB CERTIFIED FOUNDATION LEVEL

PERSONAL INFORMATION

Date of Birth   : 25 October 1994
Nationality   : Indian
Passport   : Yes
Marital status   : Unmarried
Language   : Hindi, English

DECLARATION

I hereby declare that all the information provided by me is true to the best of my knowledge.

Kushagra Gupta