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Admin cert num: 21500098

CERTIFIED
Administrator

Professional Summary:

- **Over 3+ years of experience in IT industry including more than 1+ year of experience in Salesforce.com CRM platform.**
- **Trained under Lightning Aura Components and LWC programming.**
- Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
- Proficient Knowledge in **Salesforce Lightning UI, Lightning programming, Aura framework programming**.
- Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features.**
- Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as expected by business requirements.
- Proficient knowledge of **Governor limits**.
- Participated in all stages of **Software Development Life Cycle (SDFC)**
- Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com Sites**.
- Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
- Developed **Apex classes** using other platform based technologies like **Visualforce, Force.com IDE**.
- Experience in creating various **Reports** and **Report Folders**.
- Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
- Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
- Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

Summary of skills:

SFDC Technologies	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE
Languages	APEX, Visualforce, Javascript
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production).
Operating systems	Windows 98/NT/XP/Vista/7/8, Windows CE, Linux.

PROFESSIONAL EXPERIENCE:

Company: Accenture Services Private Ltd, Bangalore, India.
Work duration: February 2020-Present (1 year)
Project Details: Corporate Seminar Management is an application which is used to keep track of seminar registrations, confirmations, cancellations, speaker associations and other corporate seminar related activities. This project has information like seminar details, speaker details and various processes they followed. The project was created for employees of the organization to enter these data and maintain the details.

- **Roles and Responsibilities:**
  - Involved in SFDC application setup and customization to match the functional needs of the Company
  - Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
  - Involved in setting up field level access for each custom object created based on the user's role within the organization.
  - Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
  - Defined lookup and master-detail relationships on the objects and created junction objects.
  - Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
  - Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
  - Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
  - Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.

Company: Accenture Services Private Ltd, Bangalore, India.
Work duration: March 2018- January 2020 (2 years)

Project Details: DHL Express is a division of the German logistics company providing international courier, parcel, and express mail services. Deutsche Post DHL is the world's largest logistics company operating around the world, particularly in sea and air mail.

Here, we provide production support to all applications. We work on around 30 Web apps. Once issue is raised by client, we start analyzing the issue, identify the root-cause and if any code change is identified then we raise a problem record and fix that issue else we provide the resolution of the issue. Working on IBM Sterling commerce for OMS/WMS. Apart from OMS/WMS, I have worked on various external applications like TMS, SDVT and PUCM. Basic knowledge of Manhattan as well.

- **Roles and Responsibilities:**
  - Analyzing the product code and providing the root cause analysis as part of L3.
  - Have been involved in finding out bugs in application and finding out workaround for issues.
  - Imparting internal training on Technical Topics. Cross Team Training to other team members including new joiners in Project.
  - Worked as an analyst in production support and involved in calls with client and other teams on critical issues to make sure that they are resolved on time.
  - Worked on the Incident fixing, Service request and Change request.
  - Strictly following the SLA and accomplishing tasks within the ETA.
  - Worked on Inventory Management, Sales Order, Purchase Order, Transfer Order, Receiving of PO, Delivering of SO, Bulk upload of inventory.
  - Resolved ETA issue, Carrier issue
  - Involved in Configuration of Item, customer, node.
  - Worked on Updating Address of any particular customer, Inventory attributes.
  - Involved in Holiday configuration for different warehouses.
  - Monitored the order created by customer has reached to OMS.
  - Familiar with tables like Item, order Header, order line shipment
  - Familiar with API Tester
  - Checked mismatch inventory between OMS and WMOS
  - Adjusted inventory from API tester as well as console.

PROFESSIONAL QUALIFICATION
Bachelors of Information Technology from Shri Shankaracharya College Of Engineering & Technology, CSVTU University.