Raman Chopra

## SYSTEMS ENGINEER

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# Professional Summary

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## **Systems Engineer May 2018 - Present**

## **Infosys ltd**

* 2.7 years of Salesforce experience in planning, designing, implementing, deploying, testing, documenting and maintaining Salesforce Applications for both classic and Lightning UI.
* Salesforce certified Platform Developer – 1.
* Worked on security aspect of Salesforce at Organization, Object, Field and Record level.
* Worked on both customization and development aspect of Salesforce.
* Worked on Data Migration using tools such as Workbench and Data loader.
* Worked with team members spread globally using Agile methodology and tools such as Git, Bit Bucket and Jira.
* Involved in deployment of metadata from Sandbox to Production using change sets.

# Educational Qualifications

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| **Course (Stream)/Board (Class)** | **Institution/School** | **Year of Passing** | **Agg.** |
| B. TECH | Guru Tegh Bahadur Institute of Technology | 2017 | 76.7 |

# Skills

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* Salesforce Skills : Apex Language, Triggers, Visualforce Pages, Workflow Rules,

Process Builders, Asynchronous Apex, SOQL, SOSL, Reports and Dashboards, Integration, Profiles, Test Classes, Change Sets, Security at Org, Field, Object and Record level.

* Salesforce Related Apps : Workbench, Data loader.
* Web technologies : HTML,CSS, JAVASCRIPT
* Miscellaneous Skills : Jira, Auto Rabit

# Projects

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### Project 1

**Project Title** : One Source – Quality assurance for a leading

Cosmetic company

**Duration** : July 2019 to till date

**Role** : Admin and Developer

**Technology** : Classic and Lightning

**Project Description** : To streamline and automate the manual Quality assurance process for the Client. As part of this project a new case management process was created in Salesforce to allow QA case creation and track the complaint related to the wide range of cosmetic products sold by the company.

### Roles and Responsibilities

* + - Direct Client interaction to gather the requirements.
    - Development, Testing and Deployment of new features based on business requirement.
    - Create process builder for case assignment, email notification and approval process.
    - Work on Entitlement Management features of Service cloud.

### Project 2

**Project Title** : Salesforce Global Roll-out and support of CRM System for leading

Cosmetic company

**Duration** : June 2018 to June 2019

**Role** : Admin and Developer

**Technology** : Classic and Lightning

**Project Description** : The project deals with upgradation of the application to the new salesforce Lightning experience to provide a more modern and user friendly user interface. Also, the company required the application to provide Legal and HR support to collaborating companies.

### Roles and Responsibilities

* + - Development, Testing and Deployment of new features based on business requirement.
    - Work on Salesforce communities to provide seamless experience to employees using custom security logic.
    - Roll out communities to multiple countries in 17 different languages using translation workbench for providing localized experience to employees of different regions.
    - Work on Service cloud features such as Entitlement Management, Automatic Case Routing, Assignment and Escalation etc.
    - Migration of project from Classic to Lightning.
    - Training new joiners of the project.