

NIHARIKA YADAV

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Solution Engineering Analyst

Mobile: +919304270558

Current Location : PUNE

Highly seasoned and accomplished Salesforce administrator , As a Business analyst worked with clients end-users to capture, gather, analyze , understand, and define business requirements, developer with a strong record of client satisfaction. Adapt at explaining complex data systems to a wide variety of audiences. Proven multitasker with experience in helping juniors and learning from seniors, having a quench for knowledge and being a team player and taking ownership of business modules.

- **Salesforce analysis, development, implementation and management** with 3 Years of IT experience that includes around 2 years of experience in **Salesforce.com CRM Platform**.
- Experience in **Administration, Configuration, Implementation, Lightning and support** experience with **Salesforce platform**.
- Experience in **Salesforce Customization, Security Access, Workflow Approvals, Data Validation, Analytics, Sales, Customer Service, and Support Administration**.
- Expertise in SFDC Development using **Apex Language, VisualForce Pages, Classes, Controllers, Triggers, Indexes, Components, Tabs, Apex Web services, Custom Objects, Reports and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows**.
- Good exposure on **AGILE and waterfall** methodology of Software Development.
- Well versed with concepts of **Salesforce Classic** acquaintance with **Lightning Concepts**.
- Knowledge of **Oracle product Hub, Siebel**.
- Strong Organizational, Analytical and Problem solving skills including ability to coordinate, prioritize and manage multiple activities.
- Good communications skills both written and verbal including technical writing gained as an exposure of daily calls with Client and Onsite-Coordinator.
- Gained excellent Leadership and Ownership skills as a result of working as a sole developer developing, testing, enhancing and supporting the application.
- Understanding and analyzing the current business through client interaction.
- Analyzing and understanding client's business needs and translating it into technical requirement specification (TRS) for better implementation
- Analyzing the gaps, if any, and proposing best-fit solution, technology-wise and user friendly.
- Functional Documentation of the client's requirements.
- Involved in Salesforce Admin activities like Security setup, setting up Workflows, Process Builders, Data Load activities (also experienced in Knowledge Article Data Category Data load), User setup, Environment setup, Reports and Dashboards, etc.
- Occasionally involved in Test Case scripting and execution.
- Assisted the testing team to define test conditions relevant to the project requirements
- Experienced in Deployment of code base to Sandboxes.
- Experience in Service Cloud and Platform Applications.
- Worked on Agile based projects

Language : Apex, Core Java, SQL, SOQL, SOSL
Applications : Salesforce CRM, Apex Controllers, Apex Classes, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components , Apex Web Services, Lightning Application
Database : Oracle 11g, SQL Server, My SQL,
Tools : Eclipse, Visual Studio Code, Force.com Explorer, Data Loader, Postman, SOAPUI, Beyond Compare
Web Technologies : HTML, XML, CSS, Java Script, JSON
Configuration Tools : SVN, WINSCP, Putty, DevOps

PROJECT UNDERTAKEN :ACCENTURE

1. Confidential, SA. (ACCENTURE)

Role type: Siebel CRM Developer

Software Model: Agile Team Size: 15

Role: Associate Software Engineer Analyst (Developer)

Duration: **November 2017 - November 2018** 1 year of experience Siebel CRM Developer , SQL ORACLE.

Responsibilities:

- Analysed the **business requirements and functional specifications**.
- Understanding the requirements specification and use case documents.
- Developing the code as per the requirement.
- Done unit testing and regression testing of own use cases.
- Extensively used SQL scripts/queries for data verification at the backend.
- Provided training to new team members.
- Working as a POC for the particular track.
- Written Scripts, macros to automate recurring and manual tasks which helped the team to focus on the major task.
- Worked on **Siebel Development , Applet , workflows , BO , BC escripts**.

2. Confidential, US. (ACCENTURE)

Role type: Salesforce Admin/ BA/Developer

Software Model:

Agile Team Size: 15

Role: Software Engineer Analyst

Duration: **December 2018- September 2020**

Two Years of experience Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Apex classes and Controllers, HTML, CSS, Data Loader, SOQL, SOSL, Custom objects, Custom fields. Force.com Eclipse IDE, Apex classes and Controllers, HTML, CSS, Data Loader, SOQL, SOSL, Custom objects, Custom fields..

Responsibilities:

- Developed **APEX class, Controller class and APEX Triggers** for various functional needs in the application.
- Created many **Roles and Profiles for the organization**, which helps them in maintaining the Security for different individuals who are working in the organization.
- Worked on various standard Objects like **Leads, Accounts, Contact, Opportunities, Products and contracts** that helps the company to maintain their information and make sales of the product.
- Developed **Validation Rules for the Custom Objects and Approvals** for some fields.
- Implemented **field level Security, Profile, and audit trail** setup.
- Customized several **Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes**.
- Created several **Validation Rules, Custom buttons, and links on custom and standard objects**.
- Create many of the **custom controllers and custom Buttons which are used in the Salesforce Visualforce pages**.
- Created the many of the **Reports and Dashboards**, which helps the sales team in marketing their product.
- Created **Visual Force pages and Components** used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
- Involved in **Salesforce.com application setup activities** and **customized the apps** to match the functional needs of the organization.
- Created **Visual force pages in page layout of the custom objects**, which helps us to describe the details of some of the standard objects, which are used in the project.
- Scheduled **Apex Batch jobs** for processing large records.
- Worked on **data migration from databases to SFDC** using Data Loader.
- Created **email templates and inbound emails** using VisualForce for customers and clients.

PROJECT UNDERTAKEN :SCREEN MAGIC MEDIA PVT . LTD

1. Confidential, US. (SCREEN MAGIC MEDIA PVT LTD) .

Role type: **Salesforce Admin/ Business Analyst**

Software Model: **Agile**

Team Size: **15**

Role: **Solution Engineer Analyst**

Duration: **Sep 2020- Present**

Skill : **Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Apex classes and Controllers, HTML, CSS, Data Loader, SOQL, SOSL,Custom objects, Custom fields. Force.com Eclipse IDE, Apex classes and Controllers, HTML, CSS, Data Loader, SOQL, SOSL,Custom objects, Custom fields..**

Responsibilities:

- As a **Business analyst worked with clients'** end-users to capture,gather, analyze , understand, and define business requirements with a strong record of client satisfaction.
- Understanding and analyzing the current business through client interaction.
- **Requirement gathering ,analyzing and understanding client's business** needs and translating it into technical requirement specification (TRS) for better implementation.
- Analyzing the **gaps, if any, and proposing best-fit solution, technology-wise** and user friendly.
- Creating a detailed business analysis, outlining problems, opportunities and solutions for a business.

- Defining business requirements and reporting them back to stakeholders.
- Functional Documentation of the client's requirements.
- Involved in Salesforce Admin activities like Security setup, setting up Workflows, Process Builders, Data Load activities (also experienced in Knowledge Article Data Category Data load), User setup, Environment setup, Reports and Dashboards, etc.
- Worked on various standard Objects like **Leads, Accounts, Contact, Opportunities, Products and contracts** that helps the company to maintain their information and make sales of the product.
- Developed **Validation Rules for the Custom Objects and Approvals** for some fields.
- Implemented **field level Security, Profile, and audit trail** setup.
- Customized several **Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes**.
- Created several **Validation Rules, Custom buttons, and links on custom and standard objects**.
- Create many of the **custom controllers and custom Buttons which are used in the Salesforce Visualforce pages**.
- Created the many of the **Reports and Dashboards**, which helps the sales team in marketing their product.
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- Involved in **Salesforce.com application setup activities** and **customized the apps** to match the functional needs of the organization.
- Created **Visual force pages in page layout of the custom objects**, which helps us to describe the details of some of the standard objects, which are used in the project.
- Scheduled **Apex Batch jobs** for processing large records.
- Worked on **data migration from databases to SFDC** using Data Loader.
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ACHIEVEMENTS & CERTIFICATIONS :

- Received Accenture Appreciation for adding value to the project.
- Received appreciation from Client and Team for delivering well in a restricted time frame.
- Accenture's New IT Conversant Certified.
- Did project on Smart Vehicle Control System Arduino UNO based electronic system to automatically lower speed in critical zones.
- Prepared a report and gave a seminar on DC Motor speed control systems.
- Prepared a report and gave a seminar on DC Motor speed control systems.
- Intern in Indian Eastern Railway in Statistical Signal Processing and MATLAB basics. Ranchi in 2008.

Degree	Institution	Percentage	Passing Year
B.E (E&C)	Mody University of Science and Technology, Sikar , Rajasthan	68%	2017
XII(CBSE)	D.A.V. Public School , Purnia , Bihar	75%	2013
X (CBSE)	D.A.V. Public School , Purnia , Bihar	95%	2011

Date of Birth : 22nd^h MAY ,1996
 Address : Near N.N. Pandit Nursing Home , DINKAR NIWAS, Naya Tola Purnia, Bihar, 854301 Lingu
 Linguistic Abilities : English, Hindi, French

I hereby declare that all the above furnished details are true to the best of my knowledge

(NIHARIKA YADAV)