**Pavithra**
**Bangalore, India**

Mobile: +91 -7760327220

E-Mail: 1996pavithranayak@gmail.com

**Personal Details:**

Gender: Female

Nationality: India

Marital Status: Single

Date of Birth: 15 March 1996

**SUMMARY**

* Technically driven and meticulous IT professional with around **3.7** **years of experience** in analysis, and development and Support of CRM and web-based applications, which includes **3.7** **years in Salesforce.com** platform and performing dual roles as developer and administrator.
* Worked on SFDC Configurations/Customizations – **User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers.**
* Good Knowledge in **lightning bundles** and **lightning Apps, Apex, LWC.**
* Competent in creating **workflows, approval processes, Process builders, validation rules and sharing & security rules.**
* Designed and developed **Apex Controllers, extensions, and Apex Triggers for various functional needs in the application**
* Excellent in performing Unit Testing, Test Coverage and Code Review and leveraging best practice solutions for performance tuning of multiple pursuits.
* Aware of Community Cloud
* Good Knowledge in Generating Reports, Dashboards and analyzing the data in SFDC.
* Hands-on experience in using different data tools – Apex Data Loader

**EDUCATION**

* **BTECH (Information Science)**from NMAMIT Nitte, India.

**CERTIFICATION**

* Salesforce Platform Developer 1
* Salesforce Administrator

**CAREER PATH**

|  |  |
| --- | --- |
| **Organization** | **Duration** |
| Trekbin Technologies | Aug 2017 – Oct 2018 |
| CRMIT Solutions Pvt Ltd | Nov 2018– Till Date |

**PROJECT HIGHLIGHTS**

**Project Name: SingTel Mars**

**Description**: ​ SingTel is the leading multinational telecommunication company based in Singapore. This project Building a single customer engagement platform in the Cloud, for both sales and marketing professionals for all GE Business Units, with real-time customer-360 view.

**Roles and Responsibilities:**

* Hands on Development in Apex classes, Batches Jobs through Apex and Triggers
* Configured Lead Assignment rule, Custom Sharing rules
* Developed Apex Classes, Test Classes and Triggers. Followed coding best practices and Package reviews and finding fixing.
* Test classes’ development to achieve code coverage.
* Developed Flows, Process builders, Approval processes.
* Done integration b/w Quip document and salesforce.
* Followed best practices, VS code and release process – Expert in Package deployment model.

**Project Name: Sales Cloud with EDA implementation**

**Description**: ​The University Student Management, Requirements Management and internship Management implemented through Sales Cloud along with Educational Data Architecture.

**Roles and Responsibilities:**

* Hands on Development in Apex classes, Batches Jobs through Apex and Triggers, Lightning Web Components.
* Configured Lead Assignment rule, Student Converting to Alumni automation through Apex customization.
* Account and Contact Management for Corporates and Individual Stakeholders.
* Implemented Monthly, Qtr., Yearly Business Targets Vs Actual and Developed Reports and Dashboards for quick decisions.
* Time based Alerts, WF, PB used for Automation process.
* The Opportunity used for Placements, Internship and Executive programs with corporates.
* Campaign management for Speaker Programs and management lecture.

**Project Name: Home Repair Remediation**

**Project description:** A project to mostly based on service cloud on providing service to the cases through Omni channel.

**Project Specific Additional Responsibilities:**

* Implemented apex classes and lightning components.
* Worked on reports.
* Unit testing
* Built Test classes
* Supported System/UAT testing
* Change sets for deployment from sandbox to production instance.

**Project Name: Real Estate Australia –Sales Cloud Implementation**

**Project description:** End to end implementation of sales force sales cloud technology which would help users to each deal and related information to close leasing deal in an efficient and faster manner. On boarding-Deal terms, Opportunity Checklist, Deal approval forms to sales users in multiple regions.

**Project Specific Additional Responsibilities:**

* Implemented trigger and apex class.
* Change sets for deployment from sandbox to production instance.
* Created email templates and batch classes.
* Configured Sales cloud for Lead Mapping to Account, contact and opportunity and Page Layouts.
* Implement Flows, Process builders.

**Project Name: Solaris Lightning Migration**

**Project description:** A project to mostly based on migrating Classic Components to Lightning experience (Custom Visual Force Pages to lightning experience).

**Project Specific Additional Responsibilities:**

* Converted classic Visual Force pages to Lightning.
* Implemented UI Designing.
* Unit testing
* Built Test classes
* Supported System/UAT testing

**LANGUAGE SKILLS**

* Fluent in English, Kannada, Konkani, Hindi, Tulu.