

Divya V SALESFORCE CONSULTANT

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Profile

A Salesforce Enthusiast with IT experience in the Salesforce.com CRM platform as Salesforce Consultant and developer. Salesforce Certified Administrator and Certified Platform Developer-I. Experience in Administration, Configuration, Implementation, Support of Salesforce CRM and Salesforce applications based on Apex Language and leveraging Force.com Platform. Experience in SFDC development using Apex Classes and Triggers, lightning web component. Experience in Designing, developing and implementing applications like Sales, Marketing, Service and Support modules. Good at communication skills, focused, self-motivated, quick learner, handle multi-tasking and teamwork.

Certificates

SALESFORCE CERTIFIED
ADMINISTRATOR

SALESFORCE CERTIFIED
PLATFORM DEVELOPER 1

BADGES & SUPER BADGES

- Business Administration Specialist.
- Lightning Experience Reports & Dashboards Specialist.
- Security Specialist.
- Process Automation Specialist.
- App Customization Specialist.
- Apex Specialist.
- Lightning Web Component Specialist.

Professional Experience

Salesforce Consultant

Stratos Studios

01/2022 – present
Chennai

- Created Salesforce custom objects, custom fields, page layouts, validation rules and formula fields.
- Created reports and analyzed the data and created dashboards for the same.
- Configured pick lists, dependent pick lists, lookups, junction objects, master-detail relationships.
- Wrote SOQL and SOSL statements.
- Designed business processes automations based on the Salesforce Platform.
- Implemented designed and developed Standard and Custom Apex Classes, Apex Triggers and LWC to handle business logic.
- Worked along with the team in preparing Requirement Specification, functional document, and Technical Specification document.

Salesforce Administrator & Senior Technical Support Associate

Tech Mahindra

01/2021 – 12/2021
Chennai

- Have worked in custom fields, custom objects, reports and dashboards.

- Created page layouts and validation rules.
- Worked on Soql and Sosl queries.
- Working as a Senior Technical Support Associate.
- Having a good experience in networking.
- Providing Isp service support.
- Troubleshooting the products and services.
- Provided technical assistance to customers on inbound telephone tech support calls.
- Used remote access to perform troubleshooting when needed.
- Walked customers through step-by-step process for troubleshooting hardware issues.

Senior AR caller

11/2018 – 01/2021

NTT Data

Chennai

- Test case documentation.
- Test automation scripting and execution.
- Defect reporting and resolution.
- Learning automation tools like Selenium and QTP.
- Applied a sense of urgency, commitment to deliver in a timely fashion.
- Got trained in Basic JAVA IDE tool & GIT and other automation skillset.
- Performed pre-call analysis and check status by calling the payer or using IVR or
- web portal services
- Maintained adequate documentation on the client software to send necessary documentation to insurance companies and maintain a clear audit trail for future reference.
- Performed analysis of accounts receivable data and understand the reasons for underpayment, days in A/R, top denial reasons, use appropriate codes to be used in documentation of the reasons for denials / underpayments.

Education

B.E. Biomedical Instrumentation

Avinashilingam University

Full Time - 2018 Passed Out

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.