

Vijay Laxmi Joshi

Salesforce Developer

Contact

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Education

- M.Tech (IT) – from VIT University – Vellore (Part-Time)
- Bachelor of Science from Dyal Singh College – Delhi University

Professional Summary

Senior Project Engineer at Wipro Technologies.
4.5+ years total of experience in CRM Solutions with 2.5+ years as Salesforce Developer and 2+ years of experience in Oracle Cloud as Oracle Service Cloud Specialist.

Key Skills

Salesforce Skills:

Apex, Visualforce, Triggers, SOQL/SOSL, Workflow, Process Builder, Lightning(Aura) Component, Queueable/Batch Apex, formulas, validations, Custom Setting, Custom Metadata Types. Integrations between SFDC and other systems (Dell Bhoomi, SAP), Data migration tools such as Workbench, Apex Data Loader, Salesforce Import and Export Wizard, Custom objects, Fields, Object relationships, Page layouts, Record Types, Profiles, Permission sets, Roles, Salesforce Lightning, Web Development, ,

Salesforce CPQ:

CPQ Platform, CPQ Platform, Bundle Configurations, Pricing, Quote Templates, Product Selection, Orders, Contracts, Products, Approvals , Product Rules, Price Rules, Custom Action,

Apttus CPQ Skills:

Quote to Cash Lifecycle, Apttus CPQ Object Model, Product Types (Standalone/Bundle/Options) and Setup, Product Rules, Price Setup, Price Rules, Price Rule Set, Price Matrix. Product Catalog, Attributes, Visibility Rules, Constraint Rules, CPQ Feature, Search Filters, Cart Configuration, Opportunity Synchronization, ValidationCallback, PricingCallback and ProductFilterCallback

Certifications

- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder
- Salesforce Certified CPQ Specialist
- Apttus CPQ 201
- Oracle RightNow Cloud Service-2016 Certified Implementation Specialist

UI Skills:

HTML5, CSS3, JQuery and JavaScript Integrations Skills: XML, Web Services (REST/SOAP)

X-Author:

Template Creation, Insert Fields(Lookup, Merge Fields), Check in/Check-out Template

Oracle Service Cloud Skills:

ROQL, Custom Scripts, CPM, Widget Creation and Customization, Customer Portal Branding, Connect PHP, Web Services, Agent Console

Experience

Company: Wipro Technologies(Nov 2015 - Present)

April 2018 - Present

Role: Salesforce Developer

Project: Philips

- Performed Salesforce administrative tasks such as Profiles, Permission sets, Roles, Workflow, creating Custom objects, Fields, Object relationships, Page layouts, Record Types, Reports and Dashboard, Validation, Custom Metadata Types, custom labels, custom settings
- Performed customization using Apex, Triggers and Visualforce, REST APIs
- Data Integration from Salesforce to external system using REST API, XML/JSON.
- Worked on Queueable Apex and future classes
- Worked on Lightning Components(Aura Component) for Lightning UI Experience
- Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL/SOSL and DML queries.
- Add methods that can be called from Visualforce pages to Custom Controller and Controller Extensions
- Worked on Quote to Cash Lifecycle and CPQ Object Model.
- Worked on different types of Product(Standalone/Bundle/Options),Product Rules, Price Setup, Price Rules, Product Catalog
- Worked on Approval processes.

September 2017-March 2018

Role: Senior Oracle Service Cloud Developer

Project: Kawasaki Motors

- Implementation of Warranty Management and Product Registration. Product Registration & Raise Complaint Process
- Integration of Oracle Service Cloud and OPA.
- Integration of Oracle Service Cloud and FTP server for File Import and Export
- Custom Model and Widget Creation

April 2017-August 2017

Role: Senior Oracle Service Cloud Developer

Project: Western Digital

- New Site and Interfaces for 17 language pages.
- Web pages branding and setup.
- Real Time and Batch web service integration for RMA and Warranty check
- My Account-functions for customers (pwd reset, notifications, history). End User case creation and product registration process.
- Knowledge base pages.
- Data migration to other system to Service Cloud

March 2016-March 2017

Role: Oracle Service Cloud Developer

Project: Emerson

- Implemented Web Self- Service (Community) module of Oracle Service Cloud to provide access of FAQs to their customer and also provide a platform to customers to submit service requests through web channel.
- Implemented Oracle RightNow CX solution to enable chat, knowledge base, and product registration and complaint pages on 7 different interfaces in 7 languages.
- Adding the ability for the customer to search through knowledge base and provide feedback on effectiveness of articles
- creating custom workspace, custom reports, profiles, account, chat queues, email configuration, and business rules