Arpita Sinha
Sr. Salesforce Consultant
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Summary

Over 9.3 years of IT experience that includes Salesforce.com CRM Platform experience including Java technologies. Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, lead developer, enhancements, testing, deployment and maintenance of CRM applications.

- Experience working with Force.com IDE, Eclipse IDE, Visual Studio with Force.com Plug in, Data Loader, Apex Explorer and Salesforce.com Sandbox environments.
- Good work experience in designing of data model, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers, Lightning and various other components as per the client and application requirements.
- Having experience with DevOps (Jenkins, Git, BitBucket, ANT, SFDX and AWS) for CI (Continue Integration & CD (Continue Deployment) Processes
- Having expertise in Integrations with external Systems (REST and SOAP)
- Good experience on Vlocity.

Technical Certifications

- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Vlocity App Builder

Technical Skills

Operating System	:	Windows 7, Windows XP.
Sales force.com	:	Apex, Visualforce, SOQL, SOSL, Email templates, Validation rules, Apex Triggers, Workflow and Approvals, AppExchange, Force.com IDE, Apex data loader, Web services, Aura Framework(Lightning), Omniscripts, Cards, Calculation Matrix, Calculation procedure.
Programming Languages	:	Lightning, APEX, Visualforce, Java, J2EE
Web Technologies	:	JavaScript, XML, HTML and AJAX
RDBMS	:	Oracle, SQL Server
Database Tools	:	TOAD, SQL Developer
Configuration Management	:	DevOps, ANT & Eclipse
Models Familiar with	:	Agile methodology
Domain Knowledge	:	Health, Banking and Insurance, Manufacturing and Hi-Tech
Tools used	:	JIRA, Eclipse, Visual Studio, Bitbucket, Jenkins, GIT

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Key Responsibilities

Key responsibilities in Development
- Communication with the onshore, gathering the requirements, Status updates to the onshore on daily/weekly basis depending on the criticality of the project
- Development activities – Preparing Technical Design Documents (TDD) based on the business requirements and assigning tasks to the team as well as owned the JIRA tickets, working on projects, solving any technical issues faced by the team.
- Involved in DevOps activity while deployment.
- Involving in requirements gathering meetings along with business analyst and assisting testing team in test planning and execution in line with the requirement.
- Production release – Assisting System Admin with the details of release and deployment details

Significant Projects

Title   :   Hagerty - USA   (May 19 to Aug'19)
Environment   :   Vlocity, Salesforce.com, Apex, Lightning, Visualforce, Triggers, Batches and Integrations.

Description   :   To insurance module for one of the leading US based Vehicle Insurance organization. Designed and developed the application on Vlocity.

Role & Responsibilities:

- Developed the guided flow for insurance policies on omniscript
- Created the 360 view for Client using Cards
- Fetched the data from third system using Remote Action and REST API.
- Did a few changes on Template for JavaScript to run.

Title   :   National Bank of Canada (OneCRM) - CANADA   (Jan 18 to Apr'19)
Environment   :   Salesforce.com, Apex, Lightning, Visualforce, Triggers, Batches and Integrations.

Description   :   To provide FSC (Financial Service Cloud) implementation for Wealth Management module for one of the leading Canada based bank. Designed and developed lighting components for Sales and Service modules. This project caters 360-degree view of clients to Financial Advisors.

Role & Responsibilities:

- Prepared Technical Design Documents based on the Business requirements.
- SFDC application configuration setup for Territories.
- Technical Support to the team members.
- Developed lightning components and done complex logic for the lightning pages in the backend
- Developed the security model based on technical documentation.
- Developed Apex Classes & Triggers for resource for preference.
- Updating onshore on day to day progress and getting feedback about the progress
- Worked in agile methodology.

Title   :   QBE – USA   (Jan'18 to Dec 18)

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**Environment   :   Salesforce.com, Apex, Visualforce, Triggers and
                        Batch Apex and Integrations.**

Description   :   To provide salesforce implementation for leading Insurance Firm in US. Developed lighting components for Sales and Service modules.

Role & Responsibilities:

- Developed Apex Classes & Triggers for most of the requirements.
- Developed the lightning component during transition from classic to lightning.
- Configured the DevOps using bitbucket, Eclipse, UCD.
- Developed the Exception Handling using Platform Event.
- Migrated the components from PROD to PROD using ANT Deployment tool.

Title   :   GUY Carpenter - USA   **(May'16 to May'17)**
**Environment :   Salesforce.com, Apex, Visualforce, Triggers, Test Classes, Workflow,
                        Validation rules, SOSL, SOQL, AppExchange, Reports, Force.com IDE**

Description   : GC is one of the leading insurance firm in US.

Role & Responsibilities:

- Developed Apex Classes & Triggers for most of the requirements.
- Used marketing cloud for reporting purpose.
- Developed the Exception Handling using Platform Event.
- Migrated the components from PROD to PROD using ANT Deployment tool.

Title   :   Damler - Australia   **(Jan'16 to May'16)**
**Environment :   Salesforce.com, Apex, Visualforce, Triggers, Test Classes, Workflow,
                        Validation rules, SOSL, SOQL, Reports, Force.com IDE**

Description   : It holds the sales and marketing of Mercedes vehicles with their customer. Mainly force.com Platform was used over here. Worked in Client site that is Melbourne.

Role & Responsibilities:

- Prepared Technical design document based on the business requirements.
- Technical Support to the team members.
- Code review and code optimization.
- Performing functional testing against design document and making sure the functionality is as per the SDD document.
- Responsible for Development, QA and Deployment activities

Title   :   Insurance Company of Canada   **(Jun'15 to Dec'15)**

Environment : **Salesforce.com, Apex, Visualforce, Triggers, Validation rules, SOSL, SOQL, AppExchange, Reports, Force.com IDE, Packaging.**

Description : Provides life, Retirement Plan insurance solutions in the Canada.
The company's products include critical illness cover, breakdown cover mortgages, European breakdown cover, home insurance, loans, savings, and pet insurance. It also markets its insurance products online

Role & Responsibilities:

- Prepared TDD based on business requirements.
- Developed the requirements using Visualforce Pages, Apex Class, Triggers etc.
- Coordinate onshore Team and Client regarding day to day progress.
- Responsible for Development, QA and Deployment activities

Title : **Global Foundry - Singapore** **(Feb'14 to Mar'15)**
Environment : **SFDC Communities, Visualforce, Apex, HTML**

Description : The SFDC implementation was very challenging for this client as they want the whole manufacturing system to be tracked on force.com platform from their legacy system. It includes very complex UI with very complex logic for creation of chips in the backend.

Role & Responsibilities:

- Developed the UI using HTML, JavaScript, JSON and apex classes.
- Giving Demo to Client
- Solved go live defects on the spot.
- Updating customer day to day progress and getting feedback about the progress
- Responsible for build, release and deployment activities

Title : **Banking and Insurance** **(Aug'13 to Feb'14)**
Environment : **Visualforce Page, Apex, Field Sets, Assignment rules, Escalation Rules, Email Service.**
Description : It is mainly based on Service cloud platform. It includes Cases, Solutions and Live Agent of service cloud. The application is built on the concept of raising cases by the client's customer about some query or some service they needed for the product they brought.

Role & Responsibilities:

- Requirement gathering from Client Directly.
- Part of Deployment Team which is located in US.
- Developed the requirement using field sets, Visualforce Page, Apex Class, Assignment Rules, Escalation Rules.
- Responsible for build, release and deployment activities

Title : **Baxter, USA** **(Mar'13 to Aug'13)**

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Environment   :   Apex Class, Triggers, Batch Class

Description   :   This project was aimed towards the Sales Cloud Implementation for the client aligning the SFDC implementation with the client's old sales, marketing and all over business processes in the legacy system for seamless operation and business on the new CRM

Role & Responsibilities:

- Involved in Development.
- Requirement gathering for new enhancements
- Responsible for build, release and deployment activities

Title   :   PMO Tool   (Nov'10 to Mar'13)
Environment   :   Struts 1.0, SQL, JSP, Classes, AJAX.

Description   : This project is mainly a home tool which is used by internal users and clients project to view and update detail of their project.

Role & Responsibilities:

- Involved in Development, Deployment, Maintenance and Support Activities.
- Creating SQL which will run on toad to fetch Data required my project teams.
- Developed new requirements using Struts 1.0 framework.
- Created a tool that Project Review tool using Struts 1.0 framework.