

LALIT BN SHARMA

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Career Objective:

To secure a challenging position, where I can effectively utilize my skills in contribution to the success of the organization as a programmer, possessing competent programming skills and I believe in hard work, which in my opinion is the only way to achieve success.

Technical summary:

- Salesforce is an American cloud-based software. It provides customer relationship management service and also sells a complementary suite of enterprise applications focused on customer service, marketing automation, analytics, and application development.
- 1.5 + years of experience using salesforce Lightning.
- Expertise in Lightning app builder and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
- Extensive experience with the Salesforce.com development life cycle, application design patterns, integration patterns and deployment planning.
- Involved in analyzing and creating narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like Draw.IO.
- Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like Pick-list, Field Dependencies, Custom Formula, Approval Process, Sharing rules for automated alerts, field updates and Email generation.
- Worked on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
- Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
- Contributed towards HLD and LLD phase and design documents preparation by integrating different modules.
- Worked on salesforce standard objects (accounts, contacts, leads, opportunities).
- Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
- Maintenance of CRM functionality implementing SFDC.
- Creating SFDC reports (functional and technical documents).
- Create profiles, roles and configure permissions according to organizational hierarchy requirement. Developed applications using Agile methodology.

Educational Qualification:

Course	Institution	Year	Board/University	Percentage/CGP
B.E(Computers)	Vidyalankar Institute of technology, Mumbai	2016	Mumbai university	60.80%
H.S.C	R.J college, Mumbai	2012	Maharashtra State board of Secondary and Higher Secondary Education	77.17%
SSC	HBVM school, Mumbai	2010	Maharashtra State board of Secondary and Higher Secondary Education	88.73%

Projects:**B.E Project**

- **Project Title :**Android based app for location tracing using android programming.
- I have published the paper in **International engineering research Journals** (ierj).

- Description: Java Based Programming and use of SQLite

Professional Experience:

1.TIETO, Pune Office-2nd November 2016 till December 2017. Tieto aims to become customers' first choice for business renewal as the leading Nordic software and Services Company. Building on a strong Nordic heritage, Tieto combines global capabilities with local presence. Headquartered in Espoo, Finland, Tieto has around 14,000 experts in close to 20 countries. <https://www.tieto.com>.

Salesforce Developer:

- I have been trained in **Salesforce By Salesforce through their Architect** .
- I have worked with Salesforce team for 1.1 years and have created and automated various processes one of which includes automation of Service desk's incident handling, ticket handling, integration of various actors of the organization such as operation, HRMS, procurement, Finance etc. for different branches using **lightening component, Apex , Triggers**.
- Have also worked on Robotics Process Automation tools such as Blue Prism and UI Path.
- Also done many customers project from Finland and Norway.
- I am also involved in documentation of the whole process and maintenance of the same.

2.Listenlights, Mumbai Office – 02 November,2020 Till Present. Listenlights Pvt. Ltd. Is an electrical engineering and contracting company, headquartered in Mumbai for more than 30 years. Listenlights Pvt. Ltd. is a reputed name undertaking electrical installation jobs of commercial and industrial nature on pan India basis.

Salesforce Developer:

- I have been involved in the development of internal business process using **Lightening experience**.
- **Worked on Apex classes , triggers for developing particular objects**
- **Worked on SAP and salesforce integration using Rest API**
- **Created console application for business user and developed custom business logic**
- **As a process owner created BPMN, Low level , High level solution for entire proess along with FSD, TDD and mockup.**
- **Have exposure to Sales cloud, marketing cloud, service cloud**

Projects

1. Ovako Process(salesforce)-

This is the travel invoicing process developed in **Lightening experience**. Here we had to check that the invoice claim in pdf is same as the invoice updated in the system. The data was extracted from PDF, which was a selectable PDF. After comparison, we had to post the invoice.

Role:

In this my responsibility was as salesforce developer, where i had developed the FSD ,TDD and other junior developer was working on the case. I had developed few bits and pieces of the process. I had delivered demos for the process and helped in deployment to production. In addition, helped the customer with UAT support. Involved in documentation like of entire process.

2. Nordea VAM (Monitoring and Synchronising Servicenow tasks with JIRA)-

This was in BluePrism. Where tickets in SNOW are monitored and similar tasks are created in JIRA for respective resources based on availability. Then reported to manager. This case is in up and running in production

3. Service-Desk(Assigning new tickets)-

In this, tickets are assigned to SD agents.

Reporting is done to the leads. This case is in up and running in production.

4. Cash Collection Remainder Email for one of the leading optic fiber Nordics Company

In this process based on the due date robot used to send the remainder to the sales team, head of sales for follow-up with the customer. The email includes the total amount, total due amount, customer details and the sales information. Robot used to interact with different systems like Salesforce, Order plan (Invoicing System) and outlook. These remainders are sent on different frequency like 4th day, 8th day, 15th day and overdue report per sales manager on the month end to head of sales. **Role:** In this case i was involved for end to end processing. Where i was gathering the requirements from customer along BA. After this, I developed the SDD individually. I developed whole process in Blue Prism. I had done Unit testing for the same. After getting the UAT confirmation from customer, I deployed the process to production. Involved in documentation like OID, ODI and SDD.

5.Project Management Lifecycle:

In this process, entire manual processes is developed in the salesforce using Lightening Experience . PML includes Business , Finance, Estimation, HRMS etc. Project has been put inside the salesforce using Lightening, Marketing Cloud, Sales cloud, Service Cloud. As processes earlier used to run on SAP platform , there is integration in particular Process using REST API. Entire Process is documented and solutioning. Visualisation is done through Avonni Creator which helps in Creating fields and Objects during implementation. Some objects has been implemented using Apex , Triggers

Interesting domains:

- Salesforce.com, Salesforce CRM
- Lightning Component, Aura Component
- Apex, Visualforce
- SOQL, HTML 5, CSS
- Automation (Robot Process Automation).
- Automation Testing Tools such as **Selenium, Appium, Katalon Studio**.
- Object orientated programming concepts.
- Big data.
- Java.

Extra-curricular activities:

- Active participant in sports in schools and colleges.
- Have played 11 state level cricket matches for the club named Mumbai cricket club.
- Awarded for excellence in 'English Editing' for college newspaper THE COLLEGE TIMES,
- Member of THE COLLEGE TIMES.

Personal Details:

Date of Birth	: 22 nd October, 1994
Languages Known	: English, Hindi, And Marathi.
Residential Address	: C-106, Alpa park, Chirag nagar, Ghatkopar(W)
Hobbies	: Gym, Trekking, Fitness Activities, Sports.