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| Deepakshi  Email Id: deepakshi.goyatedu@gmail.com  Mobile: +91 8053066835 |  |

Professional Summary

* Experience in Development and Support of Salesforce CRM and Siebel CRM
* Good in experience in SFDC configuration and mapping features to the business requirements.
* Created the Validation Rules, Approval Process, workflows for automated lead routing and Email Alerts.
* Involved in UI Enhancement on using Visual Force for business requirement.
* Good Experience in Data Migration using SFDC import and export utilities.
* Involved in Deployments from one Sandbox to Other sandbox and Production using Change sets.
* Experience in working with HTML, CSS, Javascript for different projects.
* Quick learner with trouble-shooting capabilities.
* Proven ability to look at technical processes from a strategic standpoint and understand the inter-relationships.
* Experience on Partner Community portals.
* Hands on Release Management and Test Classes.
* Hands on experience on UI configuration ,Business scripts, triggers and programs in SQL in Siebel CRM
* Testing experience in Siebel CRM

Education

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| **Degree** | **Institute** | **Year** |
| **B. Tech (CSE)** | **UIET,MDU** | **2011-2015** |
| **CDAC** | **IACSD, Pune** | **Feb 2016 – Aug 2016** |

Experience Summary

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| **Organization** | **From** | **To** | **Function** | **Role** |
| CTS | Aug 2020 | Till now | Production Support and enhancement | Project Associate |
| India Medtronic Pvt Ltd | Aug 2016 | Aug 2020 | Developer | IT Developer |

Skill Set

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| **Salesforce Technologies** | **Salesforce CRM, Apex classes, VisualForce Pages Apex Triggers, Workflow & Approvals, Dashboards, Custom Objects, Package Installations, SOQL** |
| **Salesforce Tools** | **Apex Data Loader** |
| **Web Related** | **HTML, Java Script, CSS.** |
| **Siebel CRM** | **Salesforce CRM, Business Scripts, User’s configuration, SQL , SQL Procedures , Page Layout , Data Loads, Interface configuration ,Testing** |

ProjectDetails

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| Project Name | Siebel CRM HealthCare |
| **Role** | **Developer** |
| **Environment** | Siebel |
| **Roles & Responsibilities** | * Administered Siebel.com. Created page layouts, custom reports. * Researched new technologies, software packages for use in website projects. * Designed developed and implemented software applications for website based on analyzed requirements and understanding of industry technical standards. * Tested programs and databases to identify issues and made necessary modifications. * Collaborated with Testing team to Test new changes in Siebel Application. * Collaborated with others developers to identify issues and alleviate software errors and inefficiencies. * Walked clients and internal staff through troubleshooting steps to resolve common application issues. * Debugged and troubleshoot for clients, solving technical issues quickly and accurately. * Creation of Responsibilities, Profiles and Users. * Automation of Daily work. * Developed and trained junior or newly joined team members by leveraging industry experience to achieve optimal project strategy. * Performed independent analysis and provided recommendation to overcome project obstacles. * Provided team with coaching and directions. * Singly handled the project |

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| Project Name | Salesforce CRM - MedCare |
| **Role** | **Developer** |
| **Environment** | Salesforce CRM, Visual force |
| **Roles & Responsibilities** | * Administered Salesforce.com. Created page layouts, Record Types, system alerts, custom reports. Closely collaborated with project members to identify and quickly address problems * Analyzed financial reporting systems and projects schedules to proactively address potential problems * Discussion with manager weekly to provide detailed project report and milestone updates * Developed and trained junior for providing optimal solutions * Drove team’s execution of quality management throughout division, improving process effectiveness, cost effectiveness resource and process efficiency. * Design and Deploy Sales force CRM Solutions that support business processes and requirements using sales force application. * Created Visual force. * Creation of workflow rules, approvals and Validations. * Creation of Sharing rules, Queues. * Web-to-Case and Email-to-Case. * Involved in bug fixing while moving to production. * Responsible for Data Loads |

**Place: Bangalore**

**Date: 2-January -2021 (Deepakshi)**