

Manpreet Kaur

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A dynamic, skilled and professional Salesforce Developer and administrator with around 4+ years of IT experience. Having diverse experience with **Salesforce** platform. Proven ability to work in a self-reliant team and deep understanding of **Agile Methodology**.

SUMMARY

- Customer driven Salesforce.com Professional Offerings: **Marketing Cloud, Sales Cloud, Field Service Lightning, Service Cloud and Development–Apex Classes, Trigger, Lightning and Asynchronous Apex.**
- Experience in Configuration, Customization, Deployment and Migration.
- Experience with Salesforce Administration including use of custom and standard fields and objects, workflow rules, flows, data validation rules, and page layout changes
- Experience using Salesforce Automation tools workflows, approval processes, process builder, flows.
- **Expertise in Marketing Cloud – Email, Mobile and Automation Studio, Journey builder, Cloud Pages, Contact Builder, Audience Builder.**
- Projects implemented using Agile Methodologies (Scrum).
- Possess strong analytical skills, problem solving, self-driven, keen to learn, adapt new technologies and processes.
- Exposure to working extensive along with business analysts to quickly understand the requirements.
- Experience in **Field Service Lightning- FSL set-up and implementing functional aspects such as Call Scheduling, Visit Scheduling, Customer Preference, Inventory Management, Work Order etc.**
- Experience writing and grooming the user stories to capture Salesforce Requirements.
- Experience in Visual Remote Assistant

EXPERIENCE

NOVEMBER 2021 – PRESENT

Salesforce Developer, GE Appliances.

Responsible for design, development and implementation experience with salesforce platform for GE Appliances Business

JULY 2018 – OCTOBER 2021

Salesforce Developer, SHELL INDIA MARKETS PVT. LTD.

Responsible for design, development and implementation experience with salesforce platform for Chemicals Business.

Skills

- Apex/Lightning
- Salesforce.com
- Data Loader/Workbench
- SOQL and SOSL
- AMP Script
- FSL
- Copado/GIT
- Debugging Errors

PROJECT DETAILS

Bodewell Puerto Rico GE APPLIANCES

Bodewell US GE APPLIANCES

4C- Chemicals Customer Curiosity Cloud, SHELL INDIA MARKETS PVT. LTD

Shell Fleet Solutions, SHELL INDIA MARKETS PVT. LTD

Roles & Responsibilities:

- Interacted with Business users for analysis, requirements gathering and development and performed detailed analysis of technical and business requirements.
- Worked on various standard objects Accounts, leads, contracts, opportunities, products and contracts that help the company to maintain information and make sales of the products.
- Created User roles and profiles, security controls, shared settings and responsible for setting up Field Level Security.
- Developed various Custom Objects, Tabs, Master -Detail, Lookup relationships, Formula Fields, Validation rule
- Designed and Deployed Validation rules, Approval Processes and Custom tabs for automating business logic
- Created Workflow rules and defined email alerts, related tasks, field update.
- Developed various Apex Classes, triggers and controller classes for various need on the application
- Create and maintain Marketing Automations, end to end Customer Journeys and Campaign Building using Automation Builder/Journey Builder/Message Center for channels like email, direct mail, SMS, mobile push, call center, web etc.
- Involved in daily standup meetings. This resulted to bring good solution to the business requirement and implemented the salesforce.com application using Agile Methodology.
- Strong Functional knowledge of work order management, service resource management, scheduling.
- Experience with Service cloud, Case Management and Knowledge articles.
- Implementation of the user stories in FSL, capturing the scenarios of agents, dispatchers, technicians and others.

EDUCATION AND TRAININGS

JUN 2018

BACHELORS OF ENGINEERING (COMPUTER SCIENCE), THAPAR UNIVERSITY

Graduated in Computer Science with GPA of 8.3 and multiple scholarships for academic excellence.

JUN 2016

Machine Learning and Data Optimization (TRAINEE), THAPAR UNIVERSITY

Written Research paper on “Data Analysis and Regression Modelling on Concrete Compressive Strength”.

CERTIFICATIONS

August 2019

Salesforce Certified Administrator

October 2019

**Salesforce Certified Platform Developer 1 Salesforce
Certified Platform App Builder**

December 2019

Copado Certified Devops Administrator

September 2020

Salesforce Certified Marketing Cloud Email Specialist.

June 2021

Professional Scrum Master (PSM 1)