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| Richa Singh  **Mobile** : +91-7756985192  Email ID: Richierich6566@gmail.com |  |

**PROFILE SUMMARY**

* Proficient and technically skilled professional in **salesforce** with 2 years of experience in

**Telecommunication** projects.

* Exposure to the end to end working of telecom Systems.
* Experienced in implementation and customization of Salesforce.com as per business requirements
* Experienced in **Salesforce Customization, Workflow, Process Builder, approvals Process, Data validation and Administration work**.
* Experience in customizing standard objects - Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.
* Strong knowledge in developing client-specific solutions using **Apex classes and Triggers, Visualforce, SOQL, SOSL, Batch Classes, Sharing Settings and OWD, Custom metadata like custom labels and custom settings etc.**
* Have knowledge of bulk Data migration through **Apex Data Loader, Import Wizard, workbench**
* Gained keen knowledge in Salesforce lightning like **Aura Framework, JavaScript Controllers**, Server-Side Controllers and creation of **Lightning Apps** combining **Lightning Component features**, **Lightning design System** and **Lightning App Builder**
* Experience in working with **Agile/Scrum environment** software development methodology
* Understanding of end-to-end development life cycle of project.
* Good analytical, problem solving and decision-making capabilities.
* Experience in coordinating with stake holders on daily basis to have a clear view/understanding on stories.
* Collaborative approach and good inter-personal skills with the ability to perform in team environment.
* **Self-learner** to **upgrade** the skills w.r.t. software/project demand.

**EXPERIENCE**

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| **Sr. No.** | **Organization** | **Designation** | **Duration** |
| 1. | Tata communications and Transformation service limited | Service Executive | 2.3 month |

**TECHNICAL SKILLS and TOOLS**

* + Technology **:** Salesforce.com (Classic Version), Salesforce Lightning
  + Languages **:** Apex, Visualforce, C
  + Tools : JIRA, Legacy tools in the TELECOM, Circuit Vision, MS Office

**PROJECT DETAILS**

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| --- | --- |
| **Telus Mobility** | |
| **Technologies: Salesforce** | |
| **Project Profile:** Design, build and configure applications to meet business process and application requirements. | |
| **Roles and responsibilities** | * Requirement gathering, analyzing and working on configurational changes * Analyzed user and business requirements attended periodic meetings for changes in the application requirements and documents. * Assigning tasks and coordinating project work * Tracking analyzing and reporting project status * Creating and updating project documentation * Solve defects if any. |

**EDUCATION:**

* + - * **Bachelor in Engineering in 2017, from Pune University with** 82% marks
      * **HSC-** Laxmi International School, CBSE,72%
      * **SSC-** Laxmi International School, CBSE,90%

**Recognition & Awards:**

* Received “Service Delivery Star” award from Onshore VP.
* Received “Accountable Implementation Manager” from Client.
* Won Table Tennis Women’s double for three consecutive years 2018,2019 and 2020.
* 1st runner up in Mixes Double Table Tennis for 2019

**STRENGTHS:**

* + - * Quick Learner
      * Adaptable
      * Team-Spirit
      * Capable to work under deadlines.