PUJA GUPTA
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Professional Summary

- Having 9+ yrs. experience in Analysis Design Development Implementation Testing and Maintenance of Software Applications Object Oriented Applications Web Development and App development.
- Having 4.0 Year of experience in the field of Salesforce development and 5.0 years of experience in the field of Software Development using Microsoft .NET Technologies.
- Experience in Requirement Capturing from client, Designing, Development, Testing and Deploying Sales force applications.
- Expertise in designing Data Model using **Objects** & their **Relationships**.
- Knowledge of **Apex, Triggers, Job, Scheduler, Batch class, Email Services, Work Flow Rules, Process Builder, Approval Process,SOQL and SOSL.**
- Expertise in Security/Sharing Setting: OWD, Sharing Rules, **Profile**, **Permission** Sets, Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes, Case Assignment rule.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
- Extensive experience in writing Test classes and Test Coverage for all the apex classes designed.
- Expertise in Data Migration using **Data Loader, Import Wizard.**
- Experience in Deployment using **change set, Gearset Tool, Azure using CI/CD Pipeline**.
- Experience in developing reusable Lightning Aura Components, LWC Components, customized **VisualForce Pages** using Custom **Controller, Extensions**
- Strong knowledge in create application using **lightning flows.**
- Knowledge in AppExchange Applications for integrating with third party applications.
- Worked on integration of **Facebook** using **Social Studio** into salesforce for private and public messaging.
- Knowledge of OMNI-channel, case assignment using omni-channel
- Experience of Bootstrap, JavaScript, CSS, HTML.
- Experience of Version control tools like **JIRA, TFS, SVN**
- Involved into **Effort Estimation,** Individual Task Assignment, Preparing Technical Design Document, **Code Review** and code optimization.
- Experience in Aura component.
- Hands on experience in REST API integration.
- Experience with Agile Methodology Development (Scrum Methodology).
- Having good knowledge **in Azure Devops, git, gearset**.
- Good experience and exposure on **Health Cloud** (having experience of 2yrs)
- Experience on technologies like C#, ASP.NET MVC, Webmail, Entity Framework, SQL SERVER 2012/2013, Knockout JS, JQuery , Windows Application, Web Based Application, Web Api, Azure platform.

Certifications:

- **Salesforce Certified Service Cloud Consultant** (January 2021)-Certification Id:21845577
- **Salesforce Certified Platform Developer-**1   (August 2018) – Certificate Id: 19070101
- **Salesforce Certified Administrator** (July 2020)- Certification Id- 21350091
- **Salesforce Certified Sales Cloud Consultant** (November 2020)-Certification Id- 21638301
- COPADO Certified Administrator (Sep 2020)-Certification Id-009302
- COPADO Certified Developer (Sep 2020)-Certification Id-009304
- Flosum Certified professional(August 2020)- Certification Id- 0000026715
- Scrum Foundation Professional certified – (June 2020) Certification Id- JLSRJTLKSJ-VVVHNQCZ-YBJQGYBSJJ

WORK EXPERIENCE:

Organization	Period
Persistent Systems ,Pune (Team Lead)	July 2021 to Till Present
Persistent Systems ,Pune (Lead Software Engineer)	June 2019 to June 2021
Dot squares Technology ,Jaipur (Senior Developer)	April 2017 To June 2019
Vivacity Infotech, Jaipur (Developer)	September 2014 To April 2017
Beechtree System & Solution, Jaipur, (Junior Developer)	May 2013 To August 2014
Techgrid Technologies ,Jaipur (Trainee)	June 2012 To April 2013

Achievements:

➢ **Received Bravo team Award for good work in the running project from Persistent into Jun 2020.**

➢ **Received Brand Individual Award for work with good quality and successful delivery into Mar 2021.**

➢ **Received Bravo team Award for committed user stories delivery on time in the running project from Persistent into Nov 2021.**

➢ **Received Top Talent into FY-21 into complete BU for good annual rating.**

➢ **Received "Powering the Possibility Award" from "ABBVIE" (CLIENT) in Persistent.**

Skill Sets:

Cloud Technology	Sales Cloud, Service Cloud, Health Cloud, Marketing Cloud for Social ,Lightning Aura Component.
Deployment Tools	Change Set, Gearset, CI/CD Pipeline through Azure
Programming Languages	Lightning, LDS, Apex (Class, Controller, Email Services, Jobs, Scheduler, Bulk Process, Apex Sharing), Trigger, Visual Force, Standard and Custom Controller, Extensions, SOQL , C#.NET, ASP.NET, MVC,AJAX, LINQ, Web API, Knockout.js
Database Technologies	SOQL, SOSL ,Microsoft SQL-Server 2005,2008 ,2012& MY Sql .

Packages	Salesforce.com, Force.com
Data Management tools	Apex Data Loader, Data export, Data Import Wizard, Workbench
Configuration Experience	Sandboxes, Objects, Roles, Profiles, Permission sets, Record Types, Page Layouts, Assignment rules, Auto response rules, Relationships, OWD, Process Builder, Workflows & Approvals, Standard and Custom Reports, Dashboards, Validation rules and Applications.
Customization Experience	Collections, DML, Email Services, Triggers, Scheduled and Batch Apex, Queueable, Future method, Controllers, Test Classes, Governor Limits
Project Management tool	Jira

Educational Qualifications:

- ⏱ B-Tech (Information Technology) from R.C.E.W, Jaipur (2008-2012).

PROJECTS DETAILS:

1. Project Name: One PRM System | Customer: Abbvie

Tools: Visual Studio, Azure Deployment, Jira, Gearset

Domain: Health Cloud

Description: This project is basically related to Health Cloud domain and its related patient relationship

management. Patient enrolls through different types of channel and provide the description of disease and HCP

provides the prescription to patient or caretaker or guardian.

Responsibilities:

- ➢ Experience of working with onsite team and managers and provide daily and weekly status to onsite and offshore team lead and manager.
- ➢ Provide estimations for user story in each sprint.
- ➢ Scheduling demo sessions for new developed Feature on behalf of team and providing demo to BSA and clients.
- ➢ Preparing Weekly and Daily Status Report Preparation from the Team
- ➢ Conducting code review meeting and provide the review feedback to team for particular module .
- ➢ Integrate social studio with Salesforce and Facebook integration for messaging configuration
- ➢ Deployment through Azure using CI/CD Pipeline. (For each org there are different types of pipeline are present.)
- ➢ Manage the offshore development team's workload and provide daily direction
- ➢ Conduct daily DSM meetings with the offshore development team
- ➢ Communicate and report results, status, and issues to the Salesforce Consulting Lead, Principal Architect, and Client Delivery Director
- ➢ Complete knowledge on E2E landscape and defect tracking. Directly involved with product vendor in resolving many critical production issues. Been involved in streamlining the E2E processes and at the same time setup and managed a distributed team at onshore and offshore location.
- ➢ Interaction with the client to gather the new requirements using Jira application and discussion on technical approaches. Translate business requirements into technical design and development.
- ➢ Created a new application from scratch label 'Contact Center' using lightning Flow (Screen Flow).

- ➢ Created various Custom Objects, Custom Fields, record types and workflow or Process Builder rules.
- ➢ Involved in developing Lighting Components, Triggers & Custom classes.
- ➢ Created various Apex Classes and Triggers for Validations, Workflow rules for field updates and Email alerts.
- ➢ Third-party Integration with Rest API.
- ➢ Developed various Validation rules as per the business requirement.
- ➢ Created workflow Rules, Field updates and created processes using process builder.
- ➢ Deployed components from one Org to Other using Azure Devops and Gearset.
- ➢ Moved the changes from Sandbox to Production through Azure Devops.
- ➢ Involved in preparing the requirement document as per client discussions.
- ➢ Escalate issues, risks, and potential budget overages

Products/Tool used

- ➢ **Health Cloud:** Health Cloud supports one-to-one relationship management through a patient profile that integrates information from multiple data sources. Like Fax enrollment, Phone enrollment, Web enrollment. With the various implementations on the health cloud, we have been able to deliver better care to the patients.
- ➢ **Service Cloud:** With the service cloud customizations we have been able to automate the service processes to streamline the support provided to various patients and healthcare professionals. Also integrated Facebook and Instagram with Salesforce.
- ➢ **App Cloud:** Using app cloud created custom application as per client requirement. Like PAP,Valet, Intake form version, Contact Center, Social. Used Salesforce App cloud extensively to enhance the capabilities of the platform and to build applications swiftly following the best practices provided by salesforce.
- ➢ **Work Bench:** Used this web-based tool for data manipulation and extraction and interaction with the salesforce org using the REST APIs.
- ➢ **VS Code:** To write code for implementation, we use vs code. Added PMD extension to make code more efficient by removing programming flaws like unused variables, empty catch blocks, unnecessary object creation, and so forth. It supports Java, JavaScript, Salesforce.com Apex and Visualforce, PLSQL, Apache Velocity, XML, XSL.
- ➢ **Gearset:** Used the tools for deployment on higher org and productions. Its very easy to use and code comparison is very easy between multiple orgs.
- ➢ **Azure Devops and GitHub**: The smooth delivery of code to the production required an extensive use of the deployment tool azure from the various development orgs and testing orgs to production orgs. The use of the tool helped in the automated smooth delivery of code and helped in syncing the code on all orgs making it easy to manage.
- ➢ **Jira**: By using Jira ,maintaining the sprint for multiple releases and tracking the story progress ,bug tracking, epic tracking etc.
- ➢ **PostMan:** By Using this API (application programming interface) development tool, we can test and modify APIs. We are using this to create and save simple and complex HTTP/s requests, as well as read their responses.
- ➢ **Org Compare Tool:** By using this tool compare the Salesforce Tooling or Metadata API (user selection) to compare metadata between two Orgs. This is useful when planning deployments or building deployment packages, as well as seeing what configuration exists in Production to Sandbox or between Sandbox environments.

2. Project Name: Next Payment System for Machines
   Tools: Salesforce/ Visual Studio Code
   Domain: Sales Cloud
   Responsibilities & Contribution:
- 🕐 Designing of modules, Data Modeling, Coding of Logics using Apex classes, Test Classes generation and using in test cases & Change Set for deployment to production
- 🕐 Created Visual force pages for manage the steps
- 🕐 Custom object creation for multiple types of invoice generation.

- ⊙ Integration of third party integration Conga Composer for pdf generation
- ⊙ Implementation of Trigger, Workflow, Process builder
- ⊙ Design different types of forms for different types of machine using Visualforce page and apex controllers and extension.
- ⊙ Integration of third party integration Conga Composer for pdf generation and Docusign for e-signature.

Description: This project is related to sales cloud and it's based on related to install the different types of ATM machine. Multiple type of invoice (Periodic/AdHoc) generated using conga composer and sent to customer with signature.

3. Project Name: Stonewood Investment Management

Tools: Salesforce
Client: Gavin
Domain: Service Cloud
Responsibilities & Contribution:
- ⊙ Implementation of Trigger, Workflow, Process builder
- ⊙ Integration of third party api Congasign for e-signature.
- ⊙ Designing of modules, Data Modeling, Coding of Logics using Apex classes, Test Classes generation & Change Set for deployment to production

Description: Create public portal from community for external user and user can fill the form and can submit the form. PDF will generate using the all details using conga composer and it will send to user for signature using congasign.

4. Project Name: Service Request & Return process

Tools: Salesforce
Client: Jeffrey
Domain: Service Cloud
Responsibilities & Contribution:
- ⊙ Designing of modules, Data Modeling, Coding of Logics using Apex classes, Test Classes generation & Change Set for deployment to production
- ⊙ Create Custom Visual force pages and Custom Objects
- ⊙ Email-to-Case routing configuration and use the Round robin approach for assignment of cases and Live Agent integration for chat module
- ⊙ Integration of Form Stack, Docu-Sign & Conga Sign for Digital Signature.

Description: Multiple type of service created into system and different type of team handle the   request. Customer can return the request from system and request will handle through the system.

5. Project Name: OpenBonnet Mobile Application

Technologies: MVC, Entity Framework for Web, JQuery, Web Api for App ,SQL 2012,Visual Studio
Responsibilities:
- ⊙ Build web based application using MVC framework and Entity Framework.
- ⊙ Build webapi for mobile application.
- ⊙ Provide estimate to client for requirement.
- ⊙ Communication with client on the project requirements, schedules.

Description: It is based on repair service center of vehicles in different types of workshops. User can search nearest location of vehicle for repairing.

<u>DECLARATION</u>
I hereby declare that all the information furnished above is true to the best of my knowledge.

DATE: **PUJA GUPTA**