**GITANJALI BISWAL**

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## Objective

Having **3 years** of experience in Salesforce as Salesforce Developer And **7.5+ years** of experience in Mobile Technology as Senior System Analyst. Seeking a challenging position where I can effectively utilize my skills acquired for the past several years.

## Professional Summary

- **3 years** of Experience as Salesforce Developer in Administration And Development like Configuration, Customization, Requirement Analysis, Implementation of Salesforce CRM.
- Experience in administration in designing data Security using Sharing Model OWD, Profiles, Permission Sets, Role, Role Hierarchy, sharing rule, Manual Sharing, Field level Sharing.
- Experience in designing custom Objects, Custom Relationship, Validation Rule, Page layouts, Flow Builder, Approval Process.
- Experience with CRM Sales Process, Service Process, Opportunity Management, Lead Management and Case Management.
- Experience in customizing standard objects like Accounts, Contacts, Opportunities, Cases, Leads.
- Hands on experience with Salesforce Flow builder to automate the action.
- Experience in Service Cloud in configuring Email-to-Case, Case Assignment, Escalation Rules.
- Experience in Salesforce Reports and Dashboards.
- Experience in creating data migration and integration using Apex Data Loader.
- Experienced in use of Standard and Custom controllers of Visualforce in development of custom Salesforce pages as required by business requirements.
- Experience in Salesforce customization using APEX classes, Triggers, Visualforce Pages, Components and processing large data using APEX Batch classes.
- Experience in development of Lightning Web Component using SLDS and web technologies like HTML, JavaScript, CSS, XML.
- Experience in development of Lightning app using salesforce Developer console or Salesforce CLI in which LWC component can be embedded.
- Experience using LWC framework for developing lightweight, efficient and reusable components
- Used LDS in LWC to provide a declarative and efficient way to perform CRUD (Create, Read, Update, Delete) operations on salesforce records.
- Experience with Force.com Query Language using SOQL,SOSL and DML using Database methods.
- Experience in design and developing test framework for unit testing of Apex Classes, Triggers, Batch and Schedule Classes in the organization.
- Experience with Developer Console, Visual Studio Code for development.
- Experience in deployment across sandbox and production orgs using change Sets.
- Experience in SFDC Integration (Bi-Directional data transfer) using Web Service and Apex Programming (SOAP and REST).
- Worked with Git repository and Jenkins for building applications, Change Sets for Deployments.
- Good Knowledge with SDLC methodologies like Agile Model implemented in requirement analysis, functional design, implementation and development of projects.
- Experience in Mobile application development using Mobile SDK, bug fixing and testing.
- Excellent debugging skills using hardware/software debuggers like T32, Open ICE, Simulator (VC++), JTAG.

- Experience on Kernel module testing and integration for DSP/BIOS (RTOS) on TI board in semiconductor industry.
- Expertise in Problem solving and Tracking Bug Reports using various Bug tracking Tools

## Professional Experience

- Working as a Salesforce Developer in ESH Technology, Pune from October 2020 to Current.
- Career break from January 2014 to September 2020.
- Worked as a Senior System Analyst in LG Soft India, Bangalore from December 2007 to December 2013
- Worked as a Software Engineer in Wipro Technologies, Bangalore from March 2006 to December 2007.

## Professional Skills

- Salesforce Technologies : Salesforce.com CRM, Force.com, Standard Objects, Custom Objects, Formula Field, Validation Rule, OWD, Profile, Role, Flow Builder, Approval Process, Reports, Dashboards, Lightning application, Lightning Web Component, Apex Classes, Triggers, Visualforce, Controller, Extension.
- Languages : Apex, SOQL, SOSL, DML, C, OOPs Concept
- Web Technologies : HTML, XML, CSS, JavaScript, SOAP API, REST API
- Tool: Vs code , Developer Console, Postman, GitHub, Jenkin, JIRA, Data Loader, Data Import Wizard, Change Sets

## Educational Qualification

- B.E (Bachelor of Engineering) in Electronics and Telecommunication from KITS, Bhubaneswar in 2004

## Certification

- Salesforce certified Administrator
- Salesforce certified Platform Developer I

## Project Details

### Sunsystem Solar Technology

**Description:** This project is to implement Solar System application for household as well as for big industry too. Our project team implemented Standard & Custom Objects, Approval Process, Flows, Apex Triggers, Apex Classes, Custom Button, Page Layouts, Reports & Dashboard, Lightning Web Components.

**Role:** Salesforce Developer

**Responsibilities:** Involved in implementation of functional requirements in salesforce and provided solutions to the requirements.

- Implemented the object Model Custom/Standard Objects, Relationship, Formula Field, Rollup Summary field, Page Layouts, Reports, quick Actions, Tabs, Apps.
- Worked on setting OWD, Profiles, Permission Sets, Role Hierarchy, Sharing Rules, Custom settings and Custom labels.
- Created UI using SLDS and web standards like HTML, CSS, JavaScript in Lightning Web Component
- Used decorator in LWC to make property, method reactive and communicate between parent to child component.

- ➢ Used component event to communicate between child component to parent component
- ➢ Experience in data binding in LWC like Property binding and event binding.
- ➢ Used LDS in LWC to provide a declarative and efficient way to perform CRUD (Create, Read, Update, Delete) operations on salesforce records.
- ➢ Used JavaScript promises in LWC to create a new promise Object that represents an operation to be completed at some point in future
- ➢ Called Apex class method using @Wire decorator and imperatively from LWC
- ➢ Used NavigateMixin Service to navigate Component to Record page, Component to Visualforce Page.
- ➢ Experience in development of Lightning app using salesforce Developer console or Salesforce CLI in which LWC component can be embedded.
- ➢ Worked on Aura to create application and communication with LWC.
- ➢ Worked with Apex Classes, Triggers, Batch Classes to meet business requirements.
- ➢ Worked with SOQL in Apex Classes and Triggers
- ➢ Developed apex test classes, test methods and achieved more than 75% code coverage
- ➢ Worked on various salesforce CRM objects Accounts, Contacts, Leads , Opportunities, Cases, Solutions, Knowledge.
- ➢ Developed Flows and Triggers to automate the action
- ➢ Worked on Service Cloud in configuring Email-to-Case, Case Assignment, Escalation Rules.
- ➢ Built custom Reports, Dashboards for users and scheduled to run as scheduled intervals.
- ➢ Utilized the sandbox for Unit testing and migrated the code to the deployment instance after testing.
- ➢ Worked with Data Loader to load into salesforce from external system using csv file.
- ➢ Used Git as repository for managing code repositories.
- ➢ Integrated with external system by making callouts from salesforce using Apex web services for getting data and updating in salesforce.
- ➢ Worked on REST web Services for accessing CRM data and showing in external web application for internal users.
- ➢ Worked with change sets for deploying components across sandbox and production orgs
- ➢ Experience in working with Agile Software development lifecycle.

**Environment:** Salesforce.com, Force.com platform, Lightning Experience, Apex Classes, Triggers, Data Loader, Reports, Custom Objects, Vs Code, Developer Console, LWC, HTML, JavaScript, SLDS, LDS, Custom Objects, Profile, Users, Roles, Reports, Dashboards, GitHub, Jenkin, JIRA,REST API, Postman

## Indo Nissin

**Description:** Nissin Food Products Co., Ltd. is a Japanese food company that specializes in the production and sale of convenience food and instant noodles. Project Team configure and implement in Salesforce as per business requirements. Developed Apex Triggers, Apex Classes, Batch classes and LWC as per the business requirements.

**Role:** Salesforce Developer

**Responsibilities:** Involved in implementation of functional requirements in salesforce and provided solutions to the requirements.

- ➢ Implemented the object Model Custom/Standard Objects, Relationship, Formula Field, Rollup Summary field, Page Layouts, Reports, quick Actions, Tabs, Apps.
- ➢ Worked on setting OWD, Profiles, Permission Sets, Role Hierarchy, Sharing Rules, Custom settings and Custom labels.
- ➢ Created UI using SLDS and web standards like HTML, CSS, JavaScript in Lightning Web Component
- ➢ Used decorator in LWC to make property, method reactive and communicate between parent to child component.
- ➢ Used component event to communicate between child component to parent component
- ➢ Experience in data binding in LWC like Property binding and event binding.
- ➢ Used LDS in LWC to provide a declarative and efficient way to perform CRUD (Create, Read, Update, Delete) operations on salesforce records.

- Used JavaScript promises in LWC to create a new promise Object that represents an operation to be completed at some point in future
- Called Apex class method using @Wire decorator and imperatively from LWC
- Used NavigateMixin Service to navigate Component to Record page, Component to Visualforce Page.
- Experience in development of Lightning app using salesforce Developer console or Salesforce CLI in which LWC component can be embedded.
- Worked on Aura to create application and communication with LWC.
- Worked with Apex Classes, Triggers, Batch Classes to meet business requirements.
- Worked with SOQL in Apex Classes and Triggers
- Developed apex test classes, test methods and achieved more than 75% code coverage
- Worked on various salesforce CRM objects Accounts, Contacts, Leads , Opportunities, Cases, Solutions, Knowledge.
- Developed Flows and Triggers to automate the action
- Worked on Service Cloud in configuring Email-to-Case, Case Assignment, Escalation Rules.
- Utilized the sandbox for Unit testing and migrated the code to the deployment instance after testing.
- Built custom Reports, Dashboards for users and scheduled to run as scheduled intervals.
- Worked with Data Loader to load into salesforce from external system using csv file.
- Used Git as repository for managing code repositories.
- Integrated with external system by making callouts from salesforce using Apex web services for getting data and updating in salesforce.
- Worked on REST web Services for accessing CRM data and showing in external web application for internal users.
- Worked with change sets for deploying components across sandbox and production orgs
- Experience in working with Agile Software development lifecycle.

**Environment:** Salesforce.com, Force.com platform, Lightning Experience, Apex Classes, Triggers, Data Loader, Reports, HTML, JavaScript, Visualforce Page, Custom Objects, Profile, Users, Roles, Reports, Dashboards, GitHub, Jenkin, JIRA,REST API, Postman

## IT Trainings and Placement Services

**Description:** This project is implemented for client to provide a platform for IT Trainings and Placement Services to run efficiently. Project Team configure and implement in Salesforce as per business requirement.

**Role:** Salesforce Developer

**Responsibilities:** Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.

- Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
- Involved in implementation of functional requirements in salesforce and provided solutions to the requirements.
- Implemented the object Model Custom/Standard Objects, Relationship, Formula Field, Rollup Summary field, Page Layouts, Reports, quick Actions, Tabs, Apps.
- Worked on setting OWD, Profiles, Permission Sets, Role Hierarchy, Sharing Rules, Custom settings and Custom labels.
- Implemented the Salesforce.com Web to lead functionality to create Leads in SFDC.
- Worked on Lead Assignment Rule, Auto Response Rule for Lead and Cases, Case Assignment Rule, Case Escalation Rule.
- Created Visualforce Pages for User Interface development using standard and Custom Controllers.
- Worked with Apex Classes, Triggers, Batch Classes to meet business requirements.
- Worked with SOQL in Apex Classes and Triggers
- Developed apex test classes, test methods and achieved more than 75% code coverage
- Worked on various salesforce CRM objects Accounts, Contacts, Leads , Opportunities, Cases, Solutions, Knowledge.

- ➤ Developed Flows and Triggers to automate the action
- ➤ Built custom Reports, Dashboards for users and scheduled to run as scheduled intervals.
- ➤ Worked on Service Cloud in configuring Email-to-Case, Case Assignment, Escalation Rules.
- ➤ Worked with Data Loader to load into salesforce from external system using csv file.
- ➤ Used Git as repository for managing code repositories.
- ➤ Integrated with external system by making callouts from salesforce using Apex web services for getting data and updating in salesforce.
- ➤ Worked on REST web Services for accessing CRM data and showing in external web application for internal users.
- ➤ Worked with change sets for deploying components across sandbox and production orgs
- ➤ Experience in working with Agile Software development lifecycle.

**Environment:** Salesforce.com, Force.com platform, Apex Classes, Triggers, Data Loader, Reports, Custom Objects, Developer Console, Visualforce Page, Controller, Extension, HTML, JavaScript, Custom Objects, Profile, Users, Roles, Reports, Dashboards, GitHub, Jenkin, JIRA,REST API, Postman

## Pod Point

**Description:** Pod Point is a leading UK provider of charging infrastructure for electric vehicles, based in London, England. It provides charging units for home, business and public use.

**Role:** Salesforce Developer

**Responsibilities:** Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.

- ➤ Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
- ➤ Implemented the object Model Custom/Standard Objects, Relationship, Formula Field, Rollup Summary field, Page Layouts, Reports, quick Actions, Tabs, Apps.
- ➤ Worked on setting OWD, Profiles, Permission Sets, Role Hierarchy, Sharing Rules, Custom settings and Custom labels.
- ➤ Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- ➤ Implemented the Salesforce.com Web to lead functionality to create Leads in SFDC.
- ➤ Worked on Lead Assignment Rule, Auto Response Rule for Lead and Cases, Case Assignment Rule, Case Escalation Rule.
- ➤ Worked on various salesforce CRM objects Accounts, Contacts, Leads , Opportunities, Cases, Solutions, Knowledge.
- ➤ Developed Flows to automate the action
- ➤ Built custom Reports, Dashboards for users and scheduled to run as scheduled intervals.
- ➤ Worked on Service Cloud in configuring Email-to-Case, Case Assignment, Escalation Rules.
- ➤ Worked with Data Loader to load into salesforce from external system using csv file.
- ➤ Integrated with external system by making callouts from salesforce using Apex web services for getting data and updating in salesforce.
- ➤ Worked on REST web Services for accessing CRM data and showing in external web application for internal users.
- ➤ Worked with change sets for deploying components across sandbox and production orgs
- ➤ Experience in working with Agile Software development lifecycle.

**Environment:** Salesforce.com, Data Loader, Reports, Standard Objects, Custom Objects, Profile, Users, Roles, Reports, Dashboards, GitHub, Jenkin, JIRA,REST API, Postman

## Declaration

The information furnished above is true to the best of my knowledge.

*Place : Pune*                                        *Gitanjali Biswal*