**SUMMARY**

Highly motivated, experienced and well-organized Veeva CRM/Salesforce Developer with 5+ years of experience in Configuration and data migration.

Have extensive exposure to Sales force Administration (SFA), Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Workflows, Approval Workflow, Reports/Graphs and Dashboards. Proficient in using meta-data migration tools like Salesforce Apex Data Loader.

Have Extensively worked on the Veeva CRM: CLM, Multichannel Activities, Engage Meeting, Event Management, Approved Email, Survey Management, Veeva Settings & VMOC, Cycle Plan configuration, Account Planning and execution, Medical Inquires, Product Metric configuration, Sample Management

Working to obtain hands on experience in Salesforce Apex Triggers, Classes, Visual force, email services.

**EDUCATION**

RV College of Engineering, Bangalore, India CGPA: 9.06 May 2015

Bachelor of Engineering

**SKILLS/TECHNOLOGIES**

**Languages:** Apex, HTML

**Operating Systems:** Windows XP/ 7/ 8/10, iOS

**Platforms:** Salesforce CRM, Veeva CRM, Salesforce Lightening (basics)

**Tools:** Developer console/Workbench, Apex Data Loader

**PROFESSIONAL EXPERIENCE**

Accenture Solutions Pvt. Ltd., Bangalore, India June 2015 –Till Date

Application Development Analyst

**Project Experience**

**Client: Astellas Pharma Ltd.** May 2020 -Till Date

**Role: Veeva CRM/Salesforce Developer**

**Project: Veeva CRM Implementation**

**Domain: Pharmaceutical/Life science**

* Leading the development team and guiding them with the Veeva CRM implementation.
* Develop, manage and maintain change management documentation
* Develop and improvise validation rules, custom workflows, visual force pages, Custom objects, fields.
* Developed the Veeva CRM objects like events management order management, sampling, CLM Media, MCCP, Accounts, account planning, remote detailing.
* Successfully owned and managed SFDC VEEVA platform, worked on Salesforce, Veeva CRM application and Veeva Vault.
* Worked with different Standard and Custom SFDC objects like Accounts, Call, Territory, Product, Event, Reports and Dashboards etc.
* Created workflows, page layouts, email templates, profiles, roles, validation rules, workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
* Getting Involved with Veeva for Support related activities.
* Status and Technical face-to-face meetings with Client to share the status of the work, discuss technical solutions and propose the best suitable solution and discuss any changes in requirement and/or design of an existing system/module

**Client: Reckitt Benckiser** July 2019 -May 2020

**Role: Veeva CRM/Salesforce Developer**

**Project: Veeva CRM Implementation**

**Domain: Retail**

* Worked with the onshore counterpart for the requirement gathering and Evaluation.
* Agile Sprint Planning and Estimation.
* Leading the development team and guiding them with the Veeva CRM implementation.
* Working on the User Stories through Sprints.
* Develop, manage and maintain change management documentation
* Develop and improvise validation rules, custom workflows, visual force pages, Custom objects, fields.
* Go-to person for Event Management, Contracts and Order Management in the team.
* Developed the Veeva CRM objects like events management order management, sampling, CLM Media, MCCP, Accounts, account planning, remote detailing.

**Client: Nestle** April 2018 -July 2019

**Role: Veeva CRM Developer**

**Project: Medical Field Force**

**Domain: Pharmaceutical**

* Have been working on configuration and customization of salesforce.com.
* Managing User and security settings using Org wide defaults, roles and profiles, permission sets and sharing rules.
* Creating/modifying Reports and dashboards
* Making enhancements in the lower environments according to the requirements from the clients and moving the changes via change sets.
* Implementation of business validation using Validation rules, Workflows, Process Builder & Approval process.
* Worked extensively on salesforce.com setup administration, creating/modifying custom objects, working with standard objects, fields, page layouts and record types.
* Experience in importing and exporting data using Apex Data loader.
* Managing Tickets from the live markets and resolving it as soon as possible.
* Currently using the HP Service manager tool for ticketing.
* Extensive interaction with the business and the live markets to resolve the issues.

**Client: Novartis** March 2017 -March 2018

**Role: Data Developer and Analyst**

**Project: Sandoz Packaged Solution**

**Domain: Pharmaceutical**

* Performed data loads for multiple deployments efficiently within the set deadlines.
* Supported the team in resolving technical issues / queries raised by the Client.
* Supported the team in configuring the Win 8 Configuration & CLM features that came up as a change request.
* Working constantly with the Client for the finalized data
* Extensively working on Apex Data loader to create, update and pull the records from salesforce.
* Responsible for all the activities related to configuring Apex Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Also, Work on Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Work Flows, Approval Workflow, Reports/Graphs and Dashboards.
* The Verification and Corrective process included interaction with the Data Migration (DM) lead and coaching the client over connects.
* Coordinated with the Support team and the client during the hyper-care phase, single-handedly. Resolved all the open tickets before handing it over to the support team.
* Contributed in the development of the Selenium based Validation automation tool by designing the flows for the same.

**Client: Shire**  August 2015 – February 2017

**Role: Functional & Automation tester**

**Projects: Patient Services, OnePath Services**

**Domain: Pharmaceutical**

* Contributed in Service cloud projects as a tester.
* Gained knowledge on Selenium
* Gained Expertise in creation of scenarios and conditions, test scripts, execution and defect tracking
* Test plan definition, deriving test scenarios, designing full scope of automation and manual test procedures
* Was recognized as the most efficient ASE
* Performed sanity checks and smoke testing in the production environment for every deployment.
* Contributed in Process Improvement initiatives by Tracking and Documenting All Lessons Learned and Best Practices throughout the Deployments

**SEMINARS, WORKSHOPS and CERTIFICATIONS**

* Attended the Design Thinking and DevOps Trainings
* ADM 201 Certified.
* Salesforce Platform App Builder Certified.
* Veeva CRM Administrator Certified.
* Salesforce Platform Developer I Certified.
* Have been trained in Einstein Analytics