# Anushka Katariya

**Senior Salesforce Developer Mobile/Cell +91 9916158753**

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Have 6 years of experience implementing Salesforce solution. I have worked across CRM Modules like Sales Cloud, Service Cloud and Community Cloud. I am well experienced in SFDC Configuration and Customization. I am enrolled in Vlocity VIP Master Program. I have experience in Field Service Lightning Implementation for a project. I have worked on Solution designing and Requirement analysis for multiple projects. I have an intermediate level of skill with Excel with knowledge and experience in Pivot tables, (V)lookup, RSQ, SUMIFS, IFERROR, Basic math, Logic Operators, Date functions, Data cleaning. I have worked on integrating Salesforce with Payment Gateway in Maryville Project for Payment processing. I have experience working on Sales Cloud, Service Cloud, Communities, Salesforce Lightning, Visualforce, APEX, integrating salesforce with other applications using SOAP and REST services, Lightning Data Services, Process builder and visual flows. I have worked with Waterfall and Agile methodologies.

## CERTIFICATIONS

Vlocity VIP Master

+ Vlocity Platform Developer

+ Vlocity Health Cloud Developer

+ Vlocity Insurance Cloud Developer

+ Field Service Lightning

+ Field Service Lightning

+ Salesforce CPQ

+ Salesforce Service Cloud

+ Salesforce Certified Platform Developer 1

+ Salesforce Certified Admin

## EDUCATION

+ B.TECH, Bachelor of Technology in Electronics and Communication Engineering from NATIONAL INSTITUTE OF TECHNOLOGY, CALICUT, Kerala

## PROFESSIONAL EXPERIENCE

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| * Huron Eurasia India Pvt Ltd
 | July 2017 To till Date | Salesforce Consultant |
| * Deloitte US India Pvt Ltd
 | July 2014 To June 2017 | Business Technology Analyst |

PROJECT ROLES DESCRIPTION

**Vlocity Healthcare Project** – **Technical Team Lead**

* Managing and leading a team size of 10 Salesforce developers.
* Working on Vlocity DataRaptors, Omniscripts, Templates, Cards, Actions, Approval process, Process Builder and Custom metadata to help salesforce integrate with end systems.
* Worked on Integration Procedures to get data from External Systems to Salesforce and display that in the Omniscript and Vlocity Cards.
* Certified Vlocity Developer in Jan 2020.
* Implemented Vlocity in the existing Health Cloud Salesforce Project.
* Leading the effort to implement JIRA as the primary application tool for tracking user stories and defects.
* Working with 5 member QA team to complete functional and regression testing of various releases and projects.
* As a senior technical resource on the team I work on interviewing both full time and contracting resources and on boarding them to the project team.
* Mentored junior developers on the team to help them completed their assigned development tasks and help them understand the big picture.
* Providing Salesforce best practices to implement a robust and scalable solutions.
* Providing strong technical and functional expertise to gather end to end business requirements and translates them to Salesforce technical functionalities.
* Working with our business teams to build custom consoles and Force.com Sites on the Force.com platform.
* Leading the effort to introduce continuous integration (CI) on our Salesforce platform using Copado.

**Service Cloud and Sales Cloud Implementation Project - Salesforce Consultant**

* Worked closely with various tracks to ensure consistency of requirements and setting right expectations for the design.
* Prepared High-Level design and technical design documents.
* Developed Proof of Concepts and design prototypes for requirement and design validation with the stakeholders.
* Worked on fitment analysis for categorization of all requirements according to complexity and implementation feasibility in Salesforce platform.
* Worked on gap analysis of requirements with upstream and downstream teams to ensure accuracy in designs.
* Conducted breakout sessions with other teams to resolve design conflicts and address concerns.
* Demonstrated out of the box Salesforce capabilities and proposed business process changes to take full advantage of Salesforce capabilities.
* Development of various functionalities using Force.com features.
* Implemented security and sharing rules at object, field, and record level and created roles for Support agents and managers. Created various profiles and configured permissions for the business users according to the organizational hierarchy.
* Working on Excel in maintaining and organizing data, including dictionaries, metadata repositories, and cross-reference indexes across a broad range of industries.
* Skilled in VLOOKUP formula development, Pivot Table generation, and Pivot reporting. Demonstrated ability to use critical and strategic thinking to resolve discrepancies, fill gaps, and sustain quality control benchmarks.

 **Field Service Lightning Implementation Project - Salesforce Consultant**

* Worked as a Development and Configuration Offshore Lead for a FSL project to implement the multi country project which rolled out for 60+ countries.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Understanding on how to Create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.

SIGNATURE ENGAGEMENTS

+ Worked in Salesforce Web Services Integration with Multiple third parties and middle wares (SOAP and REST).

+ Implemented Salesforce Integration with PayPal for processing payment via Payment Gateway in a Project.

+ Worked on Field Service Lightning implementation for 3 projects.

+ Automated process to create state/country values in Salesforce using UI Path Automation.

+ Worked on Solution designing and Requirement analysis for 2 projects.

+ Working on Internal Project – Internal Staffing and Pricing tool, building Lightning components for staffing estimation.