

# GARIMA AGRAWAL

Salesforce Developer

Current Location: Noida, India

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## SUMMARY

Overall wonderful 4+ Years of professional experience in IT industry. During this tenure, I have been involved in various stages of application lifecycle including – Requirement Gathering, Analysis, Development, Deployment, Testing and Support. **This involved Design and Development using Salesforce.com and Vlocity.**

## SALESFORCE EXPOSURE

- Experience in Salesforce Configuration and Customization.
- Along with Salesforce Development, I lead my team with 3 members.
- Designed and developed Lightning Components, Lightning Pages, Apex Classes, Visualforce Pages, Apex Triggers for various functionality needs in the application with Salesforce code best practices.
- REST API integration with other system to retrieve data and update data in other system.
- Involved in building of Community, community pages, flexi pages, content management, page variations, branding and manage audiences.
- Sales and Service cloud implementation including Accounts, Contacts, Opportunities, Case and Knowledge Management.
- Good experience in Vlocity Integration Procedures, Cards and Data Raptors.
- Designing Vlocity Omniscripts.
- Extraction and Deployment using Vlocity Build Tool and NodeJS.
- Work Experience with **workbench, import wizard, Data Loader** for Data migration activities.
- Experience with Deployment through **Change set, Ant and Eclipse.**
- Plan and conduct showcase demos to business customers every sprint.
- Currently maintaining 5 Salesforce certifications.
- Worked for Banking, Telecommunication, insurance domains.

### Experience:

Salesforce Developer- 4.2 Years  
Salesforce and Vlocity Developer- 1.6 Year

### Key Skills

#### Salesforce Expertise:

- Sales Cloud
- Service Cloud
- Salesforce Lightning
- Automation
- Apex classes
- Test classes
- Batch apex
- REST Integration
- Lightning Communities
- SOQL
- SOSL
- VisualForce Pages

#### Vlocity:

- Vlocity Layouts
- Omniscripts
- Dataraptors
- Vlocity Templates
- Integration Procedure
- AngularJS

#### Web Technologies:

- HTML
- Java Script
- CSS

## EDUCATIONAL BACKGROUND

Degree	College/University	Year of Passing
MCA	Uttar Pradesh Technical University	2014
BSC (Computer Science )	Agra University	2011
12th	UP Board	2008
10th	UP Board	2006

## CERTIFIED ON

- Vlocity Platform Developer
- Platform Developer I
- App Builder
- Administrator
- Service Cloud Consultant
- Copado Certified

## WORK EXPERIENCE

*Cognizant - Audible (Jul 2020 – Till Date)*

Audible is an Amazon company. With Audible you can stream or download your books to listen while commuting, at home, in the car, running at the gym, about to go to bed, or just about anywhere else. The requirement is to create its help center to serve their customer across the world in appropriate languages.

This project leverages extensive use of service cloud and community cloud modules.

### Role and Responsibilities:

- Requirement and Solution analysis with the business analysts and Development team respectively Solution design and implement
- Involved in creation of Community pages, page variations, branding and manage audience.
- Developed re-useable lightning components and server-side controllers which we are using in Community.
- Implemented Triggers, Batch classes and Schedulable classes to meet the project requirements

### Apps & Tools:

- Force.com
- Eclipse IDE
- SourceTree
- Workbench
- Atlassian Tools
- Git
- Bucket
- JIRA
- ALM
- Ant
- NodeJS
- Data Loader

- Extensively used Salesforce out of box features to meet the Project requirements.

#### ***Cognizant - Metlife (Jan 2019-Jun 2020)***

Metlife manages insurances for millions of customers. For track their insurance in Salesforce we are creating an application that helps to reps during their call with customers. Metlife complete end-to-end process implementation using Salesforce and Vlocity. Solutions involves different functionalities like, Service cloud, Communities, REST API, Developer tools, automation testing, lightning components and pages and Vlocity implementation.

##### **Role and Responsibilities:**

- Salesforce and Vlocity Developer.
- REST API Integration.
- Handshake using Javascript.
- Sprint delivery and managing customer interactions throughout the sprint.
- Managing the team size of 3, reviewing and approving the pull requests/commits.
- Building Omni script, Integration procedures, Datarapters, Vlocity cards, Templates using Vlocity.
- Followed coding standards as per SIG and Static code analysis.
- Prepared Unit Test Case and Unit Test Case logs.
- Day to day status call with customer.
- REST API Integration.
- Incident analysis, bug fixes and enhancements.
- Own the deployment process for the release.
- Managing the team size of 3

#### ***NIIT: Unilever (Jan 2018-Sep 2018)***

NIIT manages training for Unilever. To track their training in salesforce, we created their system which helps them to sales rep for doing different type of activities.

##### **Role and Responsibilities:**

- Implemented Triggers, Batch classes and Schedulable classes to meet the project requirements.
- Extensively used Salesforce out of box features to meet the project requirements.
- Successfully implemented communities and delivered with 100% customer satisfaction.
- Worked on change sets and Eclipse IDE for deployment.
- Expertise on Data migration using different tools Data loader, workbench, Import wizards.
- Analyzing the requirement and estimation of efforts required.
- Preparing knowledge sharing document.
- Mentoring new joiners in the teams.

**NIIT: *Rolls Royce (Apr 2017-Dec 2017)***

NIIT manages training for Unilever. To track their training in salesforce, we created their system which helps them to sales rep for doing different type of activities.

**Role and Responsibilities:**

- Involved in developing triggers, creation of Batch apex and schedule apex.
- Develop visual force page and creation of community sites.
- Implement new enhancements including workflows, email alerts and templates, and campaigns.
- Worked on change sets and Eclipse IDE for deployment.
- Prepared Unit Test Case and Unit Test Case logs.

**TCS: *Capital Lynk (Jan 2016-Nov 2016)***

Capital Lynk is an independent brokerage firm dedicated to providing preferred funding solutions for both large and small businesses alike. Given today's difficulties in securing conventional funding, a new industry has emerged to assist businesses that **would not otherwise qualify** for funding.

**Role and Responsibilities:**

- Prepared Unit Test Case and Unit Test Case logs.
- Involved in developing triggers, creation of Batch apex and schedule apex.

**TCS: *Lloyds Banking Group - Instalment credit card (Oct 2015 – Jan 2016)***

**Role and Responsibilities:**

- Prepared Unit Test Case and Unit Test Case logs.
- Involved in developing triggers, creation of Batch apex and schedule apex.

**CERTIFICATION**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experience and me.

Place: Noida, India  
Garima Agrawal