Akrati Pandey

Associate 2

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SALESFORCE CERTIFIED
Platform Developer I

Summary

Salesforce Certified Associate with a demonstrated history of working in the information technology and services industry, with over 5.3 years of experience.

Quick learner, flexible and hardworking resource involved in different projects and rapidly adapts to them in ensuring delivery of projects within the time parameters.

Professional Experience

Company Name: PricewaterhouseCoopers (Service Delivery Centre)

Designation: Associate 2

Duration: 16th Dec 2020 till now

Company Name: Accenture

Designation: Application Development Analyst

Duration: 1st July 2019 to 7th Dec 2020

Company Name: Capgemini Technology Services India

Designation: Senior Analyst

Duration: 25th Feb 2016 to 17th June 2019

Technical Skills

Salesforce Configuration & Customization

- Configuration and administration of Salesforce.com enterprise editions.
- Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
- Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
- Created Validation Rules, workflow rules, field updates to implement business logic.
- 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.
- Development of various functionalities using point and click capabilities.
- Performed customization using Apex.

UI Design

HTML, CSS, Lightning Component etc

Lightning

Lightning framework and lightning application.

Certification and Training

Core Competencies

Programming Languages:

Apex, SOQL, HTML/HTML5, CSS/CSS3,

Database:

Dataloader

Operating Systems:

Windows XP/7/8.

Tools:

Lightning Flow Builder, Salesforce Lightning Inspector, Developer Console

Certification:

Salesforce Platform Developer-I

Training Attended:

- Trailhead Meetup on Salesforce with Mulesoft (14th July'18).
- Community Cloud Training in Salesforce (7th Jan - 10th Jan'17).
- Salesforce Integration Training (3rd Jan - 6th Jan'17).
- Salesforce Lightning Training (24th Dec - 27th Dec'16).
- Salesforce.com Training (5th Nov -16th Nov'17).

Projects

Associate 2   March 2021 - Till Date

Stifel Salesforce Implementation

Currently working on Salesforce Implementation for Stifel Financial Corp, which is an investment bank and financial services company.

We are using Financial Service Cloud, to fulfill the client's requirements

Technologies Used:

Salesforce.com, Apex programming, Apex Triggers, Salesforce FSC(Financial Service Cloud)

Accomplishments:

- Created Objects, Fields, Page Layouts and Users.
- Created Process builders.
- Worked on Apex Triggers, Apex Classes, Apex Test Classes.

Associate 2   Dec 2020 - Feb 2021

Syntellis CPQ Implementation

Syntellis CPQ Implementation was an Implementation Project, where we implemented the CPQ Solution for Syntellis Performance Solutions on Healthcare Platform.

Technologies Used:

Salesforce.com, Apex programming, Apex Triggers, Salesforce CPQ, Approvals

Accomplishments:

- Created Objects, Fields, Page Layouts and Users.
- Created Process builders, workflows
- Worked on Apex Triggers, Apex Classes

Application Development Analyst   July 2019 - Dec 2020

Field Service Lightning

Field Service Lightning (FSL) is part of the Salesforce Service Cloud suite, a management tool that enhance field service management by automation and integration of tasks for agents, dispatchers and mobile employees. Therefore providing a streamlined service experience with an intelligent and productive workforce.

Technologies Used:

Salesforce.com, Apex programming, Apex Triggers

Accomplishments:

- Creating and managing work orders, from Assets, Cases and Work Orders Tabs.
- User setup which will include the creation of field service permissions.
- Identification of FSL service territories for intelligent scheduling & dispatch.

Sr Analyst   Feb 2019 - May 2019

GE Power Conversion

GE Power Conversion was a support project. The objective of this project was to provide
technical support to the client, resolving User Experience and Data management issues.

Technologies Used:

Salesforce.com, Data Loader, ServiceMax

Accomplishments:

- Created new users in Salesforce.
- Provided ServiceMax Lincences to the users who require it.

Sr Analyst   June 2018 - Dec 2018

Iceland CST

The objective of this project was to streamline the customer experience for online shopping through Salesforce Commerce cloud and Service cloud.

Enabling Integration of Service Cloud with Commerce Cloud involved Case Management, Order Management, and Refund Management, aiding faster business process.

Technologies Used:

Salesforce.com – Apex, Lightning Components, Triggers, Data Loader, Reports, Dashboards

Accomplishments:

- Created Objects, Fields, Page Layouts and Users.
- Created Approval Process, Validation rules and worked on configuration activities.

Sr Analyst   Sep 2017 - May 2018

GE Renewable Hydro CPQ

Objectives of this project were:

- Implement a Global CPQ Solution for all GE Renewable Business Units.
- The transition from Excel-based configuration templates to support global standardization and consistency.
- Key Functionality: Multi-modality quotes, Costing, Target Margin Pricing, Guided Selling.
- Target Customers: Commercial businesses in Europe, US, Canada, China, APAC, India, Africa.

Technologies Used:

Salesforce.com – Apex, Triggers, Force.com, Data Loader, Import Wizard, Approvals, Dashboards, Visual Force, Apttus - CPQ

Accomplishments:

- Created Objects, Fields, Page Layouts and Users.
- Created the Approval process, Validation rules and worked on configuration activities.
- Giving required permissions to Partner Users to provide security to Data (at object level, record level, and Fields level security).

Sr Analyst   Feb 2017 - Aug 2017

TEC – Account Plan

The Account Planning project provides a platform for the Business Users, mainly the Account managers, to update and manage the vital information of an Account (Customer). This provides an insight into the key areas like Past Revenue generated, Revenue Forecast, current engagements, and Key Stakeholders.

The Information provided on Account Plans helps strategize the Campaigns, future engagements, and the path to a higher rate of Sales and Revenue Generation.

Technologies Used:

Salesforce.com, Apex, Visual Force

Accomplishments:

- Involved in salesforce.com Application Setup activities and customized the apps to
  match the functional needs of the organization.
- Worked with various salesforce.com Objects like Accounts, Contacts, Opportunities, Reports, and Dashboard
- Developed various Custom Objects, Tabs, validation rules on the objects and tabs and custom settings.
- Worked on test classes to increase the overall code coverage for the organization.
- Performed functional testing.

Analyst   June 2016 - Jan 2017

Siemens Building Technology

Worked as a Java Analyst in Siemens building technology project. This is an application to manage and provide access to a various third-party application and various data to the SIEMENS customer based on packages purchased to optimize the energy consumption.

Technologies Used:

Java 8, Informix, MySQL, HTML5, CSS3, Spring, Hibernate, Ant, Maven

Accomplishments:

- Involved in Rest Service Implementation.
- Environment Setup and Server Setup. Involved in Bug Fixing and Unit Testing.

Employment Profile

- Designed, setup and maintained Salesforce standard object, custom objects while also Structuring user roles, security profiles, workflow rules, Process Builder, Validation Rule, Permission Sets.
- Configuration and administration of Salesforce.com enterprise editions.
- Created and managed different Apex Classes and Triggers.
- Created Reports and Dashboards for different profile Users.
- Worked on lightning framework and component.
- Provided on-call help to the customers and Partners of the organization.

Education

B.Tech (Computer Sc. & Engg.)   2011 - 2015

Invertis University, Bareilly

Passed with an aggregate of 73.40%

Senior Secondary   2010 - 2011

B.B.L Public School Bareilly, UP. (CBSE)

Passed with an aggregate of 65.80%.

Matriculate   2008 - 2009
B.B.L Public School Bareilly, UP. (CBSE)
Passed with an aggregate of 83.40%.