

Roshmi Gupta

CONTACT

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OBJECTIVE

To work for a company that values high level of work ethics and technical skills, and provides a sharp learning curve while nurturing managerial skill and interpersonal communications.

SUMMARY

- 10 Years 11 months of experience in IT industry with 8+ years of experience in Salesforce.
- Currently leading a team of 20 members to gather requirement, design, provide effort estimates and solution for User Stories.
- Implemented complex business processes by building applications using Visualforce Pages, Lightning Aura Components and Apex Classes.
- Proficient in Apex Triggers, Batch Apex.
- Led a project on integrating Salesforce application with 3rd Party SAP tools using REST API.
- Successfully rolled out migration of Business Processes from Salesforce Classic to Lightning Experience.
- Led the team in integrating Zoom with Salesforce to enhance business during Covid-19.
- Responsible for rolling out key features for Business in numerous releases throughout the year by using Agile methodology.
- Skilled at analyzing, troubleshooting VisualForce and apex related issues.
- Skilled in managing data using DataLoader.

WORK EXPERIENCE

Accenture

Dec-2021 — Till Date

Application Development Associate Manager

Technology:- Salesforce, BitBucket, JIRA, Copado, Confluence, LucidChart

The project is to have a business process for the Sales Reps to create Account, create Campaigns, convert Leads into Opportunities and finally place Orders for Patients. These orders placed in Salesforce are then forwarded to SAP through integration and these are shipped to the Accounts for using them in Surgery.

Job Role:-

- Currently managing a team of 20 members and leading them to deliver business functionalities in each release.
- Successfully delivered multiple releases with 0 deviance.
- Provide technical design and solution for business requirements.
- Driving Org health improvement by working with multiple teams to remediate the issues.
- Working on RFPs for other projects.
- Analyzing each Salesforce release to identify its impact on the current business functionalities.
- Working with different stakeholders to gather requirements for implementations with 3rd Party tools like SAP, Synergy etc.
- Spearheaded the integration of Zoom with Salesforce to initiate Campaigns for business.
- Worked on different Lead intake processes to increase business.
- Implementing business processes for both Sales and Service Cloud.
- Leading the team in following the version control process using bitbucket.

Accenture

Feb-2018 — Nov-2019

Application Development Team Lead

Technology:- Salesforce, JIRA, Copado

The project is to have a business process for the Sales Reps to create Account, create Campaigns, convert Leads into Opportunities and finally place Orders for Patients. These orders placed in Salesforce are then forwarded to SAP through integration and these are shipped to the Accounts for using them in Surgery.

Job Role:-

- Led a team of 9 members to gather requirement, design, provide effort estimates and solution for User Stories.
- Led a project on integrating Salesforce application with 3rd Party SAP tools using REST API.
- Led the team in automating an auditing tool in Salesforce which saved revenue for business and have earned Client appreciation on delivering this.
- Rolled out migration of Salesforce Classic to Lightning Experience.
- Hands on experience in triggers, workflows, approval process, Aura components, Salesforce configurations, etc.
- Delivered numerous releases with an effort to improve the end user experience in the application.
- Published Knowledge Articles on the Business Functionalities delivered in each release thereby reducing the ticket flow for small issues by the Business.
- Mentored resources on Salesforce functionalities.

Tech Mahindra

Jun-2015 — Feb-2018

Senior Software Engineer

Technology:- Salesforce, Rally

The project was to provide a single application in Service Console for all the users instead of having different applications for different product lines.

Job Role:-

- Involved in requirement gathering, understanding the legacy user application and accordingly providing the best possible solution in the Salesforce application.
- Assisted user acceptance testing sessions for incorporating feedback.
- Completed transition to off-shore support team.
- Supervised bubble support and project handover.

Wipro

July-2013 — Jun-2015

Senior Software Engineer

Technology:- Salesforce

The project was to build an online application to serve as a portal to provide buying guidance to end users.

Job Role:-

- Prepared the high level solution design and complete documentation.
- Assisted user acceptance testing sessions for incorporating feedback.
- Executed deployment and cut-over.
- Completed transition to off-shore support team.
- Supervised bubble support and project handover.

Wipro

Oct-2011 — June-2013

Software Engineer

Technology:-Savvion (BPM), JAVA

The project was to provide application maintenance and support for a BPM tool.

Job Role:-

- My Job Role included providing technical solutions / resolve issues, generate daily reports.
- Proactively managed risks & issues to avoid time/cost expenditures.
- Monitoring activities related to the application.
- Checking Cadre application where client logs ticket related to Savvion Problem.
- Responsible for preparing reports (daily/weekly/monthly) which will help understand the process status at higher level easily.

CERTIFICATIONS

Salesforce.com Certified Administrator (ADM 201)

Salesforce.com Certified Platform Developer I

Salesforce.com Certified Sales Cloud Consultant

Salesforce.com Certified Service Cloud Consultant

Trailhead link:-

<https://trailblazer.me/id/rgupta14>

EDUCATION

ICSE

1991 — 2005

Assembly of God Church School

HSE

2005 — 2007

Bidhan Chandra Institution for Girls

B.Tech in Electrical Engineering

2007 — 2011

WBUT