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**Pune, India**

**OBJECTIVE**

Aspiring to be a professional in Salesforce and to be able to contribute individually and holistically to achieve organization goals by my technical and functional knowledge.

**PROFESSIONAL EXPERIENCE**

1. **Accenture Services Private Limited**

Senior Analyst – Application Development

* 5+ years of experience in Salesforce with combination of administrator, configurator and developer role.
* Knowledge of CRM and understanding of the Salesforce.com
* Experience in Salesforce Configuration, Development and Testing.
* Involved in Development, Deployment and Testing stage of SDLC.
* Experience in configuring the SFDC Security Model using Profiles, Roles, Permission sets, Record types, Org Wide defaults, Object Permissions, Field Level Security, Public groups and Sharing rules.
* Experience in declarative configuration techniques in SFDC including Custom Object, Fields, Buttons, Page layouts, Validation rules, Custom settings, Process Builder, Workflow Rules, Email Templates, Email Alerts, Assignment Rules.
* Knowledge of Apex classes, Triggers and Visual force pages.
* Experience in Salesforce Data loader and Workbench.
* Experience in DevOps process for deployment using Visual Studio code, GitHub and Gearset.
* Testing using HP-ALM tool.
* Salesforce Certified Administrator.
* Salesforce Certified Platform App Builder.
* Salesforce Certified Platform Developer I.
* Flosum Certified Professional.

**Accenture Services Pvt. Ltd. (Client:** XXX **-** Healthcare Sector**) Dec 2018- till date**

Salesforce Administrator/Developer

**Environment:** Salesforce.com

**Project Summary:**

**The project is basically about providing medical products/equipments online under different business units to hospitals, pharmacies, clinical laboratories and physician offices. They moved their legacy system to Salesforce. Project is handled in two phases- One where a single business unit was considered and the second one was the extension where we had 5 new business units to deliver and work according to their process. The main business flow comes into picture where the customer places an order for a product till the delivery of the order and support even after the order is delivered. Salesforce was used as the frontend application whereas it has the integration with SAP systems which handles the product inventory, pricing and orders from the customers.**

**Roles & Responsibilities:**

* Developed and Maintained apex Unit Test Classes to get the Code Coverage required by SFDC.
* Experience in Customization/Implementation of SFDC Application using VF pages, Apex, Triggers, Workflows and Approval process.
* Making Declarative changes for the Configuration of Standard objects, Custom Objects, Custom fields, Layouts, Validation rules, Email alerts, out bound messages to Informatica, custom Buttons etc.
* Access Administration using Profiles, Roles, sharing Settings, Public Groups, Org wide defaults, Record Types and Field Level security.
* Has also contributed as a Release Engineer to get the code deployed to other orgs via Gearset and GitHub.
* Experience in Automation in Salesforce using APIs in scripting.
* Experience in Salesforce tools such as Data Loader and Workbench.
* Experience in Deployment Tools- Visual Studio, Gearset, GitHub.
* Single point of contact from offshore for functional understanding of any business processes.
* Involved in creation of functional specifications.

**Accenture Services Pvt. Ltd. (Client:** XXX **-** Healthcare Sector**) April 2018- Nov 2018**

Salesforce Functional Tester

**Environment:** Salesforce.com

**Project Summary:**

**This was a short-term project where the client was streamlining their internal process. It’s primary focus was to drive and resolve the organization's key challenges of customer orientation, enablement of sales and growth as well as adapting the culture to a modern working environment.**

**Roles & Responsibilities:**

* Served as a Functional Tester in Salesforce Lightning.
* Involved in Preparation of Test Plan Items.
* Involved in creation and testing of Strings /Regression Test scripts.

**Accenture Services Pvt. Ltd. (Client:** XXX **-** Healthcare Sector**) April 2015- April 2018**

Salesforce Functional Tester

**Environment:** Salesforce.com

**Project Summary:**

**The project is basically about providing medical products/equipments online under different business units to hospitals, pharmacies, clinical laboratories and physician offices. They moved their legacy system to Salesforce. Project is handled in two phases- One where a single business unit was considered and the second one was the extension where we had 5 new business units to deliver and work according to their process. The main business flow comes into picture where the customer places an order for a product till the delivery of the order and support even after the order is delivered. Salesforce was used as the frontend application whereas it has the integration with SAP systems which handles the product inventory, pricing and orders from the customers.**

**Roles & Responsibilities:**

* Served as a Functional Tester.
* Involved in Preparation of Test Plan.
* Involved in creation of Strings/End-To-End/Regression Test scripts.
* Test Execution in HP-ALM and Defect logs.

**Achievements:**

* Star of the Month Award by Accenture – For exceptional performance in the team.
* Rock Award by client.
* Received various recognitions from clients for my dedication and hard work.
* Received recognition award by the project leads for developing self and others.
* Received Most Valuable Performer of the Month awards at Project level.