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| **Role**  Salesforce Analyst  **Key Technical Skills & Knowledge**   * Salesforce.com * Configuration/Customization * CRM Functionality, Custom Fields, Custom Objects, Custom Tabs, Profiles, Permission Sets, Page Layouts, Triggers, Workflows, Process Builder |  | Niharika Acharya  Profile Summary  Niharika Acharya has almost 4 years of professional experience in the software industry. She started her career with the training on Oracle Apps. She then worked on Salesforce technology as a Salesforce analyst, during which she has taken the Salesforce Platform Developer 1(PD1) certification also. She has worked on Lightning Web components, Lightning Aura components and Visualforce pages as well.  A brief overview of skill sets are mentioned below:   * Good experience on Sales cloud. * Designing, developing, testing, troubleshooting and debugging of the application. * Worked on Visual Studio code for developing Lightning Web components. * Worked on various functionalities developed using Lightning Aura components. * Hands on experience on various Salesforce functionalities like Profiles, OWD, Permission Set, Reports, Dashboards, Validation rules, Page Layout, Process Builder, Approval Process, Workflow rules and Apex classes. * Good experience in CRM Fundamentals. * Code Deployments using Ant script. * Following the project life cycle methodology like Agile and Waterfall; defined under the process framework; ensured that customer deadlines were met. * Incident Management, Problem Management, Quality Management, Interpersonal, Analytical, Excellent Leadership, Communication and Interpretation skills. * Cooperating and communicating with other team members for efficient management work. * Delivering and implementing the projects as per scheduled milestones. * Identifying documents related to components and maintaining detailed study of the same as per the product changes, by getting in touch with other teams. * Providing post-implementation, application maintenance and enhancement support to the client with regard to the product/software application.   Technical Skills   * Operating Systems : Windows, Linux * Language Proficiency : C/C++, Java, Apex, HTML, CSS * IDE : Force.com Eclipse IDE,   Salesforce Developer Console   * Database : Oracle 11g, Sql Server * Applications : Toad, FileZilla, Workbench,   Eclipse, SQL Developer   * Salesforce : Custom Fields, Custom   Objects, Custom Tabs, Relationships,  Profiles, Permission Sets, Page Layouts,  Triggers, Workflows  Educational Qualifications   |  |  |  |  | | --- | --- | --- | --- | | **Education** | **Board/University** | **Specialization** | **Aggregate percentage** | | **X class** | MP Board | N/A | 84.5 % | | **XII class** | MP Board | PCM | 90.4% | | **Graduation** | RGPV University, Bhopal | B.E(Computer Science & Engineering) | 80.4% |   https://ssl.gstatic.com/ui/v1/icons/mail/images/cleardot.gif    Project Experience  (1) ROLE: Salesforce Analyst  SOFTWARE: Salesforce.com  PROJECT: Staffing Firm  **Synopsis:**  This project was for an international talent management firm headquartered in US.  The project assignment was for providing end to end support for all applications starting from Front office to Back office involving multiple technologies like Peoplesoft, Java, Oracle, SFDC, Sharepoint, TIBCO and Informatica. Also part of our duties was to enhance applications via regular enhancement requests.  **Accountabilities**:   * Involved in the design and development of Workflow rules, Triggers, Validation rules. * Involved in Development, Maintenance, Debugging and Documentation of applications. * Involved in working on configuration part of SFDC Custom objects, Process Builder, Profiles, Roles, Permission Sets, Custom Metadata and Custom settings. * Worked on Lightning App Builder to create custom Lightning pages. * Worked on developing Lightning components. * Designed and implemented custom object, workflows and approval process. * Provided Customization module facilitating updates/configuration as per each customer’s requirements. * Designed and implemented reports using Salesforce Report Builder. * Participated in project team meetings and communicated effectively with peers, client, business analysts, reporting project status as required. * Created Monthly sandboxes and performed Post refresh activities on them. * Worked on code deployments using ANT script. Have knowledge about Bamboo, Source Tree and Bit Bucket. * Have knowledge about SOQL and SOSL queries. * Worked on Data Loader for the bulk insertion, update and export of reports. * Worked on Reports, Dashboards, Process Builder, Approval Processes, Apex Classes and used JIRA for issue tracking. * Have knowledge about OwnBackup for the data backup and recovery. * Involved in creating Status Reports (both daily and weekly) which was part of daily tasks. * Involved in troubleshooting User Salesforce issues. * Worked on the various Enhancement requests related to Validation rules, update of Picklist values, Report search based on specific filter values through Eclipse using Force.com IDE Plug-in. * Used Workbench tool for the addition, update, deletion of users according to the received requests. * Worked on Opportunity- Req sync job and fixed Req failures as part of daily tasks. * Created Knowledge articles regarding various Salesforce incidents.   (2) ROLE: Salesforce Analyst  SOFTWARE: Salesforce.com  PROJECT: Real Estate Firm  **Synopsis:**  This Project was implemented to manage real-estate sales functionality.  **Accountabilities**:   * Used Data Loader for the bulk insertion, update(for the data reassignment of deactivated/terminated users) and export of specified records. * Worked on Reports, Dashboards, Process Builder, Approval Processes, Apex Classes and used JIRA for issue tracking. * Involved in troubleshooting User Salesforce issues. * Involved in working on SFDC Custom objects, Process Builder, Profiles, Roles, Permission Sets, Custom Metadata and Custom settings. * Worked on SOQL and SOSL queries. * Used Workbench tool for the addition, update, export of users according to the received requests. * Worked on Opportunity archival requests. * Created JIRA bugs/user stories for any issues or enhancement requests from users. Tracked the JIRA tickets based on DEV team’s Agile board to closure.   (3) ROLE: Salesforce Developer  SOFTWARE: Salesforce.com  PROJECT: Natural Gas and Electric utilities providing Firm  **Synopsis:**  This project was for an American natural gas and electric utilities providing firm headquartered in San Francisco, California, US.  The project assignment was to enable the discount module effectively for the people who gets qualified for it on the basis of their total household income, with all the specified scenarios successfully.  **Accountabilities**:   * Worked on Force.com sites to build and deploy public websites and web applications using Force.com. * Developed Visualforce pages and assigned them to the Site. * Used Lightning Out feature to add Lightning Components to Visualforce pages associated with the Site. * Fetched the data in the force.com site pages enabling cookies data fetching functionality using aura components. * Used Visual Studio code for developing LWC components. * Worked on Lightning Web Components modal popup, accordion, lightning data table functionalities. * Worked on code deployments using ANT migration tool. * Used GitHub for regular code syncs.   Professional Certification   * Salesforce Platform Developer 1 Certified * Salesforce Administrator Certified * PSM-1: Professional Scrum Master 1 Certified * PeopleSoft Certified * Oracle Apps trained |