**Laxmi Narayan** 

**Ph.:** +91- 9548850115

**E-Mail:** laxmi14011989@gmail.com

**Experience Summary**

* Innovative, results driven technology professional with **3+ years** of experience in Salesforce.
* Good experience in creating SFDC Objects, fields, Validation rules, Roles, Profiles, Email Template, Email Services, Page Layouts, Record Types, Workflow Alerts and Actions, Approval Process, Reports & Dashboards, Security Controls.
* Experienced in implementation using Apex Triggers, Apex Classes, Batch Apex, Visual Force Pages and Controllers & Test cases.
* Having experience in Sales Process from Lead to Account, Lead Conversion, Contact, Account Team, Opportunity, Line Items, Products, Price book & Quote.
* Highly motivated team player with good communication skill and excellent problem-solving abilities, and also would be willing to work independently or as part of a team.
* 2 years 2 month of experience in Administrator and 1 years as Developer in Salesforce.com. Has good knowledge of the Technical and Functional aspects of Salesforce.com on demand CRM package.

**Technical Expertise**

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| --- | --- |
| **CRM** | Salesforce |
| **Force.com Technologies** | Apex, Visualforce, SOQL, Apex Triggers, Apex Workflow, Apex Data loader, Change Sets, Worked on Deployment, Worked on Community Builder |
| **IDE** | Visual Studio Force.com IDE |
| **Web Technologies** | HTML, CSS |
| **Certification** | PD1 certified |

**Education Qualification**

* B. Tech (Computer Science & Engineering) from C.E.T, IFTM, Moradabad in 2006 to 2010 with 65.98%.
* XII (U.P Board) from K.B.M Inter College in 2006 Amroha with 67%.
* X (U.P Board) from K.B.M Inter College in 2004 Amroha with 56.6%.

**Work Experience: 3+ YEAR’s (Dec-2016 to Aug-2020)**

* **Company**  : AwsQuality Technologies

Designation : Salesforce Developer

Duration : 20 Dec 2016 to 31 Aug 2020

Current Location : Noida.

**Project Summary**

**Project 1**

**Live Chat for Customer Support**: Implemented Service cloud to one of the fortune 500 customers (Cannon). Developed an end-to-end customer support chat application for US and Canadian customers using Salesforce Live Agent (Service Cloud). Additionally, created a Salesforce Console Application, for Agent interaction and record-keeping.

**Responsibilities**

● Salesforce Configuration.

● Written Unit test classes

**Duration: Dec-Aug (2016-2017)**

**Project 2**

**North Eastern University:** NEU is refer to North Eastern University, this project is all about Education third party portal through which an applicant can be able to fill the form for the various courses as per their desired requirement from any place.

**Responsibilities**

● Data Migration, Unit Test, Process builder, Dashboard, Reports, Profile, Deployment.

● Performed the roles of Salesforce.com Developer, Administrator.

● Testing of the entire application on different SFDC accounts.

**Duration: Sep-Dec (2017-2018)**

**Project 3**

**MyHealthcare Clinic:** A revolutionary project that tremendously simplifies the task of receptionists and patients. It simplifies the interaction between customer and organization and provides online booking slots to book an appointment in My healthcare Clinic and It also provides monthly membership for patients at discount price.

**Responsibilities**

● Unit Test, Process builder, Dashboard, Reports, Profile, Deployment, delivered to client.

● Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex

customizations, Custom objects, fields, and formulas.

● Develop or review development of test protocols for testing application before user acceptance. Review

test results and direct further development

● Testing of the entire application on different SFDC accounts.

**Duration: Jan-Sep (2019-2020)**

**Personal Information**

* Name : Laxmi Narayan
* Father’s Name : Mr. Surendra Prakash
* Date of Birth : 14 Jan 1989
* Gender : Male
* Nationality : Indian
* Address : Katra Gulam Ali. Amroha (U.P)
* Language Known : English, Hindi

Date: \_\_\_\_\_\_\_\_\_

Place: \_\_\_\_\_\_\_\_\_ (**Laxmi Narayan)**