

Shikha Sharma

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**SALESFORCE
CERTIFIED**

Platform Developer I

**SALESFORCE
CERTIFIED**

CPQ Specialist

ASSIGNMENTS UNDERTAKEN

Software Development Life Cycle (SDLC) | Support (Implementation) | Migration

~ Industry Preference: IT~

~ Location Preference: India | Middle East | Overseas ~

PROFILE SUMMARY

**IT Professional with
6 years of experience in:**

**Requirement Gathering
Root Cause Analysis**

**Software Development
Coding & Testing**

**Migration
Client Servicing**

- Experience in all phases of **Software Development Life Cycle (SDLC)** entailing **requirement analysis, design, development, implementation, delivery and troubleshooting**.
- Proven skills in working with **customers, project managers and teams** for securing & **executing concurrent projects**.
- Expertise in **functional analysis, mapping of requirements to design, process design** and preparation of **functional design specifications**.
- Hands on experience in **application deployment/implementation** and **troubleshooting** issues.
- Knowledge of Configuration, Implementation and Support of Salesforce.com CRM application based on Apex Language and leveraging Force.com Platform as world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
- Sound knowledge of Apex Triggers for various functional needs.
- Experience with Salesforce CPQ.
- Worked on Apttus CPQ for product designing and building. Worked on customizing a lot of features using OOTB features within the QTC model.
- Worked on Lightning Aura Framework extensively.
- Experience with Apex Data Loader for Data migration activities.
- Experience in automating business processes by using Workflow Rules and Approval Process for automated alerts, field updates and email generation according to application requirement.
- Responsible for creating Reports and Dashboards for Business Analysis.
- Highly motivated, quick learner and extremely versatile. Accepts responsibilities and job duties eagerly with minimal supervision.

TECHNICAL SKILLS

Credentials: Salesforce Certified Platform Developer 1 (20010771)
Salesforce Certified CPQ Specialist (20198396)

- ❖ Apttus and Salesforce CPQ
- ❖ APEX Classes, VISUALFORCE Pages, SOQL, SOSL, Test Classes, BATCH APEX,
- ❖ Workflow and Approval Processes & APEX Triggers
- ❖ Integration and Lightning AURA components
- ❖ Application/Unit/Integration testing.
- ❖ Windows XP, 7, 10.

ORGANIZATIONAL EXPERIENCE

Currently working with Mindtree Ltd., Bengaluru as Associate Technical Lead

Projects Undertaken:

Project - #1

Name: AAMC (Association of American Medical Colleges)

Duration: August 2019 till date.

Description: AAMC is working to modernize its existing system and to change the client experience using Salesforce in integration with many other emerging technologies. **The AAMC serves and leads the academic medicine community to improve the health of all.** Founded in 1876 and based in Washington, D.C., the AAMC is a not-for-profit association dedicated to transforming health care through innovative medical education, cutting-edge patient care, and groundbreaking medical research.

Responsibility: Design, manage and implement software solutions. Working as an offshore developer for projects involving hands on APEX coding and building Lightning Aura framework. Engaging with onshore-offshore team- meetings, technical requirements and discussing solutions with key stakeholders and design implementation.

Role in Project: Senior Salesforce Developer.

Previously worked with Deloitte USI, Bengaluru as Business Technology Analyst

Projects Undertaken:

Project - #1

Name: Anthem Inc.

Domain: Healthcare Management.

Duration: June, 2017 – March, 2018.

Description: Anthem is working to transform health care with trusted and caring solutions. Their health plan companies deliver quality products and services that give their members access to the care they need. With over 73 million people served by its affiliated companies, including more than 40 million within its family of health plans, Anthem is one of the nation's leading health benefits companies.

- One in eight Americans receives coverage for their medical care through Anthem's affiliated plans.
- They offer a broad range of medical and specialty products.

Responsibility: Worked on Salesforce Migration.

Project - #2

Name: HPE Microfocus

Domain: Healthcare Management.

Duration: April, 2018 – May, 2019.

Responsibility: Designed, managed and implemented software solutions

- Performs performance tuning to improve performance across multiple systems
- Manages all aspects of joint development and assists with vendor negotiations
- Develops feasibility studies and proposals for senior management and executive decisions on large complex projects
- Manages all aspects of testing and verification ensuring all tasks are performed for all interfaces
- Integrated data into Salesforce applications.
- Created forms, benchmarks, objects, and projects
- Successfully participated in group projects
- Oversaw salary, invoices, and billing
- Coordinated with clients to ensure bills were received and paid on schedule.

Role in Project: Salesforce and Apttus Developer

Worked with Capgemini, Pune as Associate Consultant

Projects Undertaken:

Project - #1

Name: Morgan Stanley.
Domain: Banking Consulting Management.
Duration: December, 2016 – May, 2017
Client: Morgan Stanley

Responsibility: Designed, managed and implemented software solutions

- Development and implementation of small/medium complex components for the concerned platform and cross platform as well.
- To support Morgan Stanley's WM core business applications' need for enterprise data, lead software development through the entire software development life cycle (SDLC), in developing new API's and converting Data Security API's to more flexible and generic models.
- Developed custom code to facilitate reporting and enhanced security
- Designed and implemented dashboards and tailored reports for sales, ad ops, and finance departments

Role in Project: Developer

Worked with Infosys Ltd, Gurgaon as Senior Systems Engineer

Projects undertaken:

Project - #1

Name: Williams & Glyn Delivery.
Domain: Banking, Financial Services.
Duration: Nov 2014 –Nov 2016.

Responsibility: Co-ordinating test-runs involving various stakeholders based on an agile model in increments. Development, support and implementation of small/medium complex components for the concerned platform and cross platform as well. Resolution of defects within the platform scope, through usage of standard programming concepts and principles. Expected to learn on the job towards developing domain knowledge along with technical/proprietary skills

Role in Project: Developer/Shift Lead.

EDUCATION

Education Profile:

- 2016: PGDBM from NGASCE, Mumbai.
- 2014: Graduated with Bachelor of Technology in Electronics and Communication from GNDEC, Ludhiana affiliated with Punjab Technical University, Jalandhar, and Punjab. Scored 79.8%.
- 2010: Passed 12th from Sacred Heart Convent School, Ludhiana affiliated from I.C.S.E Board with 86.75% marks.
- 2008: Passed 10th from Sacred Heart Convent School, Ludhiana affiliated from I.C.S.E with 93.6% marks.

PERSONAL DETAILS

Date of Birth: 5th November 1991
Languages Known: English and Hindi.