

**Gaurav Aggarwal**  
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***In pursuit of challenging assignments that would facilitate the maximum utilization and application of my broad skills and expertise in making a positive difference to the organization***

Young, energetic and result oriented professional with over 2 years of experience in IT arena.

- ✦ Experience in **Salesforce Lightning**.
- ✦ Good knowledge on Apex development in creating **Objects, Triggers, Apex Classes**.
- ✦ Experience in using **ANT, Visual Studios, Data Loader Tool** for Deployments in multiple environments.
- ✦ Proficiency in administrative tasks like **Creating Roles, Profiles, Users, Page Layouts, Workflow, Process Builder, Permission sets** and **sharing rules**..
- ✦ Salesforce.com setup administration, creating/modifying Custom Objects working with Standard objects, fields, page layouts and record types.
- ✦ Creating/modifying **Reports** and **Dashboards**.
- ✦ Experience in writing **SOQL** and **SOSL** queries.
- ✦ Experience in import and export the data using Data Loader.
- ✦ Have excellent analytical, communication and written skills as well as the leadership abilities acquired from experience.
- ✦ Self-motivated person, having the ability to work within team and as well as individual that has proven record of success in IT field.

## PROFESSIONAL PROFILE

- Working as System Engineer in Infosys, Pune

## CERTIFICATIONS

- Salesforce Certified Platform Developer 1

## CORE COMPETENCIES

<b>CRM</b>	: Salesforce, Veeva
<b>Salesforce</b>	: Salesforce Lightning, Aura, Apex Classes, Apex Trigger
<b>Deployment Tool</b>	: ANT tool

## PROFESSIONAL EXPERIENCE

<b>Company</b>	: Infosys Limited, Pune	(Dec2018– Till Date)
<b>Designation</b>	: Systems Engineer	
<b>Company</b>	: SalesPro Global Consulting Private Limited, Mohali	(June 2017–March 2018)
<b>Designation</b>	: Business Development Executive	

## PROJECTS HANDLED

### Kairos

**Technology** : Salesforce  
**Role** : Developer  
**Duration** : Dec-2019 till Nov-2020

#### Description:

Kairos is an application which is used mainly from business development and emerging science and information departments to submit governance form, proposals and storing all information of their potential and existing customers. Approval of these governance forms and proposals is also handled in the application.

#### Key Deliverables:

- Responsible for interacting with business Analyst and requirement gathering.
- Creating Apex Classes, Triggers, Workflows, Process Builders, Email Templates.
- Making the AURA components for submission of forms.
- Writing Unit Test Scripts for business requirements.
- Preparing Technical design, Application Appreciation and other related documents.
- Data migration by using Data Loader tool.
- Deployment using ANT tool.

### GCO Service Request

**Technology** : Salesforce  
**Role** : Developer  
**Duration** : Dec-2020 till date

#### Description:

GCO is an application which is used mainly from GCOs of Pfizer for management of tickets raised by the field agents. Tickets are then forwarded to different queues on basis of country and unique.

#### Key Deliverables:

- Responsible for interacting with business Analyst and requirement gathering.
- Creating Apex Classes, Triggers, Workflows, Process Builders, Email Templates, Assignment Rules, Escalation Rules.
- Writing Unit Test Scripts for business requirements.
- Data migration by using Data Loader tool.
- Deployment using ANT tool.

### PforceRx

**Technology** : Salesforce, Veeva  
**Role** : Support Engineer  
**Duration** : June-2019 till Nov-2019

#### Description:

PforceRx was made on Veeva which is made on Salesforce platform. The application contains data of different doctors and hospitals and products that are being promoted to them by sales representatives.

#### Key Deliverables:

- Provided technical support on Veeva CRM (built on Salesforce Force.com cloud platform) and IQVIA OM for European markets UK, Netherlands, Finland and Denmark.
- Actively interacted with end-users to understand their problems and resolve their queries in a timely manner.
- Performed bulk data load operations for critical business data.
- Analyzed data and created insightful visual reports for business stakeholders.

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Name: Gaurav Aggarwal**