

# ANKITA KUMARI

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## Career Overview

- Extensive 5 years of experience in the **Salesforce** domain in development and Solution providing.
- Worked on **Service Cloud, Sales Cloud, and FSL**.
- Worked on REST API Integration, **Apex classes, Batch Apex, Visualforce pages, Lightning, Workflows, Process Builder**.
- Worked on various OOB features like setting up the security model including - **OWD, Profiles Record Types, Page Layout, FLS**, etc.
- Completed Salesforce **Platform Developer I Certification and Salesforce Administrator**.
- Worked on analyzing requirements, T-shirt Sizing (estimates), Solution designing, Custom Development
- Strong Experience in salesforce **Custom Development**.
- Good problem-solving skills and excellent team player
- Willing to learn new technologies and a quick learner
- Earned multiple awards while working on various projects throughout my journey.

## Certification

Salesforce Certified Platform Developer  
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Salesforce Certified Administrator

## Technical Expertise

**TECH:** Apex, Lightning, Visualforce, Force.com, nCino, Service Cloud, Sales Cloud, Trained on LWC, OOPS, SOQL, HTML, JavaScript, CSS, Web Services, JQuery, Bootstrap, SemanticUi.

**CRM:** Salesforce.com

**DATABASES:** MS SQL, SOQL, SOSL.

## Professional Experience

### Deloitte (Bengaluru)

Consultant

March 2018 till Current Date

Currently working on nCino and Service Cloud Implementation on Salesforce for Banking Sector, this includes Loan the whole Loan lifecycle starting from having an Opportunity to Loan sanctioning, using nCino. Been a part in requirement gathering, requirement analysis, story sizing, working on the solution approach designing and Implementation

1. Worked on setting up nCino UI for Loan using Route Groups, Screen Section, conditional rendering, and backend logic.
2. Worked on integration(REST API) with multiple legacy systems for bi-directional sync on Customer data.
3. Created Integration framework using Asynchronous Queueable methods to ensure better service and quicker response for better User experience.
4. Worked on multiple complex Lightning Components to develop custom Approval selection modules for generic objects taking in multiple factors for different levels of approvals needed.
5. Worked on setting up Service Console.
6. Implemented Email-To-Case for end customers along with Auto Assignment and Response rules.
7. Worked on Macros in service console to minimize efforts of service rep and to ensure required steps are being followed before closing out any existing case.
8. Worked on Task creation and Queue assignment.
9. Created a framework with the help of custom objects for Package XML generation for ANT deployment to make it an automated process and reduce Package creation effort for Sprint deployments using ANT.

## **Eternus Solutions Pvt. Ltd (Pune)**

### **Senior System executive**

Jan 2017 till Feb 2018

This project has given me the opportunity to work on vivid requirements and it required strong business and technical understanding and prompt estimation skills. Below are a couple of requirements I have worked on as part of this project

1. Worked closely on Field Service lightning for fulfilling requirements of on-field technicians and the dispatcher based on technician skills, ratings, availability, and multiple other factors required for assigning the right person for the job.
2. Have worked on Service console-setup along with Email-To-case, Queue Assignment, Auto response rules, etc.
3. Worked on the lead conversion process, standard as well as through APex.
4. Worked extensively on Rest Apis.
5. Worked on creating a dynamic VF for Opportunity and Opportunity products set up on a single page application to reduce the navigation effort and creation of PDF for estimated changes to share withing the Opportunity territory
6. Visualforce pages for viewing Invoice, editing them on the go, downloading, and sending them as an Attachment.

### **System Executive**

Jul 2016 to Jan 2017

Sendogo is a native Force.com application that facilitates Salesforce users to send out cards to their current and potential customers with ease from within their Salesforce instances and also through the Salesforce1 mobile application. It also provides users with the extended capability to customize the card by editing its text content.

**Responsibilities held:**

1. Integration with Sendogo's API using the REST Webservice.
2. The Page showed data received from the API with the list of cards and images and panels to update and add content to the card internal. The wizard framework helped users to get, update, and send cards out to customers.
3. Understanding the application's data model and modifying the same to include updates.
4. Developed architecture and the flow of the application.
5. Designed VF pages and incorporated Bootstrap along with Javascript and JQuery to keep the UI responsive and easy to use.
6. Worked on the VF controller which worked as Wizard for card creation, editing, optimization, and sending to internal Salesforce Customers.
7. Worked on test cases and performed Unit Testing.
8. Performed Documentation for the same.
9. Worked on extensive JSON parsing.

**System Executive**

Nov 2015 to Aug 2016

This is an App Exchange product which the team developed from scratch and it's currently added on App Exchange - "Ultra Schema Builder". Ultra Schema Builder is Force.com utility that enables Salesforce users to create objects, custom fields, and custom relationships within your Salesforce org through:

1. MS Excel Workbook
2. Gliffy Diagrams
3. Lucidchart Diagrams

**Responsibilities-**

1. Worked on various research work as needed by the project.
2. Worked on extensive parsing of JSON/XML/Excel which is imported into the system to generate the schema.
3. Used Metadata API for the creation and deletion of objects and fields through the apex.
4. Understanding the application's data model and modifying the same to include updates.
5. Creating and designing forms in order to implement the custom User Interface.
6. Designed and developed classes to implement custom business logic.
7. Created test cases and performed Unit Testing of the application.
8. Maintaining the documents for the project.
9. Deployment and merging of code using ANT.

Worked on Force.com Apex Visualforce Apex Triggers Salesforce Metadata Web Services (SOAP/REST) SFDC Data Loader Eclipse IDE Javascript JQuery HTML CSS.

## **Education and Training**

**Computer Science B.E. -  
2014**

Dr. D.Y.Patil Institute Of Engineering and  
Technology. Pune University – Pune, Maharashtra, India