

Akshat

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Certifications

Salesforce: Certified Admin, Developer, Einstein Analytics

Deployment: Certified Copado Admin, Developer, Flosun

OBJECTIVE

Seeking a position to utilize, enhance my skills and abilities in the industry which offers professional growth while being resourceful and flexible.

PROFESSIONAL SUMMARY

- ✓ Over **4** years of experience in IT industry in Salesforce.com CRM platform
- ✓ Experience in **Development, Administration, Configuration**, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.
- ✓ Having Knowledge in **Salesforce Lightning UI, Lightning programming** and **LWC**.
- ✓ Having knowledge on **Sales, Service, Marketing** Cloud and **Einstein Analytics**.
- ✓ Primary level experience in working on web services and giving solutions by **SOAP** and **REST integrations**.
- ✓ Participated in all stages of Software Development Life Cycle (SDFC) i.e., System Analysis, Design, Development and Testing Expertise.
- ✓ Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects and Force.com platform**.
- ✓ Working on deployment with **Copado, Workbench and Dataloader**,
- ✓ Developed **Apex classes** using other platform-based technologies like Visualforce, Force.com IDE.
- ✓ Experience in creating various **Reports** (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders.
- ✓ Having knowledge on SOQL, SOSL, Apex class, Batch Apex.
- ✓ Experience in using declarative features like **validation rules, workflows, approval process**, dynamic approval process, sharing rules automation for satisfying complex business process automations.

TECHNICAL SKILLS

SFDC Technologies	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com
Languages	APEX, Aura Framework, Visual force, JavaScript
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production), Service Now
Operating systems	Windows 98/NT/XP/Vista/7/8, Windows CE, Linux.
Deployment Tool	Copado, Flosun

ACADEMIC PROFILE

- 10th with 86% and 12th with 78% (CBSE Boards).
- Btech(Computer Science) from Visvesvaraya Technological University in 2016 with 68.29%.

PROJECT DETAILS

Project 2

Company **TCS**

Duration **June 2018 to Till Date**

About Client: TR is the world's leading source of news and information for professional markets. Our customers rely on us to deliver the intelligence, technology and expertise they need to find trusted answers. Adding the real-time collaboration capability across Sales and Service teams enables TR to work smarter and faster. They can create case from anywhere which can be stored in salesforce database and to resolve them faster. We use majorly Accounts, contacts and Case management service for various business units.

Responsibilities:

- ✓ Involved in field & page layout customization for the standard objects like Account, Contact, and Case.
- ✓ Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.
- ✓ Worked on Rest Integrations, Postman and Apex class.
- ✓ Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation
- ✓ Created Lightning Components using Aura framework
- ✓ Worked on Lightning Process builder.
- ✓ Involved in Deployment process with Copado.

Project -1

Company **TCS**

Duration **Dec2016 to May2018**

About Client: Humana is a million-dollar business serving many customers across the globe is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also, we have used many custom objects, automation and custom code used like APEX, VFP in this project to make this insurance business on Salesforce.

Responsibilities:

- ✓ Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- ✓ Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
- ✓ Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- ✓ Involved in end-to-end testing and gathering feedback from business users.
- ✓ Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

Declaration

I hereby declare that the above written are true to the best of my knowledge and belief.

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