**Ankita Sharma**  

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**INTRODUCTION:**

**Graduate in Electronics & Communication Engineering having 6 Years of IT Experience** in Design, Development, Testing and Implementation including **2+ Years of experience** in **Salesforce**.**com** CRM platform as **Developer** and **Administrator**. Currently associated with **LTI Mindtree** , Noida.

**EMPLOYMENT SUMMARY:**

* March 2016 to June 2021 – Software Engineer at **Tata Consultancy Services** ,Pune.
* July 2022 to till date – Salesforce Module Lead at Mindtree.

**PROFESSIONAL SUMMARY:**

* Around 2+ years of IT experience in Salesforce.com CRM (cloud computing) as a Developer and Administrator.
* Experience in Design, Development, Testing and Documentation of Salesforce.com solutions to Global Customers.
* Experience in working with Flows,Process Builder and approval processes like automation tools.
* Experience with Apex Data Loader for Data migration activities.
* Responsible for creating Reports and Dashboards for Business Analysis.
* Hands on Experience on Sales & Service Cloud.
* Hands on experience on Flow builder.
* Integration experience with Microsoft dynamics using REST API and APIGEE as middleware.
* Integrated different systems with salesforce like:-NICE and Qualtrics for triggering surveys to Customers and creation of cases, once Agent calls using integrated NICE.
* Strong Knowledge on Apex Triggers for various functional needs in the application.
* Experience of working with SFDC (salesforce.com) sandbox and production environments.
* User and Security management : User creation, Permission sets, profiles, Custom Permissions
* Deployment using change sets and salesforce migration tools like ANT.
* Worked on **Lightning web component Framework.**

**TECHNICAL SKILLS:**

**Salesforce.com**: VALIDATION RULES, FORMULA FIELDS, PAGE LAYOUTS, RECORD TYPES, FLOWS, PROCESS BUILDER, WORKFLOW AND APPROVAL PROCESSES, COMMUNICATION TEMPLATES, APEX TRIGGERS, APEX CLASSES, VISUALFORCE PAGES, SOQL, SOSL, TEST CLASSES, BATCH APEX, APEX DATA LOADER, CUSTOM SETTINGS, LIGHTNING WEB COMPONENTS, HTML, CSS, JAVA SCRIPT, VISUAL STUDIO, ANT TOOL, GITLAB, JIRA.

**Testing Types** FUNCTIONAL TESTING,MAINFRAMES TESTING

**Project 1: SERVICE CLOUD**

**Client : CURRYS-(2022 -till date)**

**Project Description :** Currys is an electrical retailer and aftercare service provider operating in the United Kingdom and Ireland, specialising in white goods, consumer electronics, computers and mobile phones.

**Role: SFDC Developer and Administrator.**

**Responsibilities –**

* Understand the business requirements.
* Trigger Development using Apex Programming.
* Worked extensively on Flow Builder.
* Reports and Dashboards creation.
* Creation of Test Classes for Apex Classes and Triggers.
* Asynchronous Apex like Batch Class, Apex Scheduler ,Future class ,Queueable Apex.
* Lightning Web component.
* Integration experience with Microsoft dynamics using REST API and APIGEE as middleware.

Integrated different systems with salesforce like:-NICE and Qualtrics for triggering surveys to Customers and creation of cases, once Agent calls using integrated NICE .

**Project 2: SALES CLOUD**

**Client : John Wiley-(2020 october-june 2021)**

**Project Description:** This client is a global information, data and measurement company, mainly focused on products,they are using Salesforce CRM tool for sales and services.

**Role: SFDC Developer and Administrator.**

**Responsibilities –**

* Understand the business requirements.
* Visual force pages creation and customization using standard and custom controllers.
* Trigger Development using Apex Programming.
* Workflows and Process Builder for automation.
* Reports and Dashboards creation.
* Creation of Test Classes for Apex Classes and Triggers.
* FORCE.COM Migration tool ANT used for deployment to production.
* Asynchronous Apex like Batch Class,Apex Schduler,Future class,Queuable Apex.
* Lightning Web component.

**Project 3: WORLDLINK-PAYMENTS**

**Client : CITIBANK -(2016 to 2020 )**

**Project Description:**Worldlink Solution has been successfully enabling to issue payments via a single window without having to maintain local currency accounts. WorldLink Payment Services is a complete global transaction solution that makes cross-border payments simple and secure.

**Role: Mainframes Tester**

**Responsibilities –**

* Deriving Test Cases from Test Scenarios.
* Collected Test Data for all prepared Test Cases documents.
* Reviewing Test Cases and Executing Test Cases as per the schedule.
* Involved in Sanity Testing on Initial Software Build to estimate Testability.
* Performed various black box testing methodologies.
* Executed Test Cases & Reported Defects in Quality Center.

**ACADEMIA**

* B.TECH (ECE) , 2015 from Punjab Technical University ,Punjab

**DECLARATION**

I hereby declare that all the information stated in the resume is true and correct as per my knowledge.