**Ankur Baghel**

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**Objective**

Intend to build my career in areas of **salesforce.com**. Willing to work as a key team member in a challenging and creative environment where performance is rewarded with new responsibilities.

**Experience Summary**

* Having **5+years** of IT Professional Experience in **Technical support** and **Salesforce.com**
* Having **3+ years** of **SFDC experience**.
* Good Knowledge in **Configuration and Customization** of SalesForce.com.
* Experience in designing **Custom Objects, Custom Tabs, Custom Fields, Page Layouts, and Record Types**.
* Good experience in **relationships**.
* Involved in Automated business process by using **Workflow Rules** and **Approval Process** for automated alerts, field updates, and Email generation according to application requirement.
* Experience in creating **reports** and **dashboards** as per the client’s requirement.
* Experience in configuring **users**, **profiles**, **roles,** and **permissions** towards business requirements.
* Implemented **security** and **sharing rules** at object, field, and record level for different users at different levels of organization.
* Good knowledge of understanding **Organization Wide Defaults** (OWD).
* Good experience in **Apex Data Loader** and **Eclipse** tools.
* Good Working Knowledge in **SOQL** & **SOSL**.
* Knowledge in writing **Triggers**, **Apex classes** and **VisualforcePages.**
* Experienced in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as required by business requirements.
* Proficient knowledge of **Governor limits**. Experienced in optimization of existing code in according to the governor limits.
* Involved in making callouts and Exposing salesforce functionality with both **REST API** and **SOAP API**.
* Proficient knowledge of Governor limits. Experienced in optimization of existing code in according to the governor limits.
* Having good Exposure on Salesforce **Lightning Design System-SLDS**, Lightning Components and Lightning Apps.
* Creating Lightning Tab Component to make available in Lightning tabs Dropdown menu while creating Custom tabs.
* Creating **Lightning Page** Component to make available in Lightning App Builder menu while creating custom Lightning Pages.
* Creating Lightning Record Page Component to make available in **Lightning App builder** menu while creating Custom Lightning Record Pages only and embedding standard record page with custom Lightning Component.

**Professional Experience**

* Currently working as Software Engineer in **Concentrix Daksh Services India Pvt. Ltd.,** Bangalore since July 2015 to till date.

**Educational Summary**

* B.E(AUTOMOBILE) from **Rajiv Gandhi Technical University Bhopal (M.P)** with **(72.3%)** First Division**.**

**Technical Expertise**

|  |  |
| --- | --- |
| **Operating Systems** | Windows 7, Windows XP |
| **Markup Languages** | HTML and Visualforce |
| **Programming skills/Scripting Languages**  | Apex |
| **Database** | SQL |

**Project Details**

**1.Wholesaler App**

**Client:Heineken, Netherlands**

Duration: 12 Months

Description:

Heineken is a pale lager beer with 5% alcohol by volume produced by the Dutch brewing company Heineken International. Wholesaler can visit the client location by following the google map configured in Salesforce Account. Visits will be tracked from IOS App which will post in Salesforce.

Roles and Responsibilities:

* Working on both Admin and Development features.
* Worked on **Apex Triggers**, **Apex Classes**, **Batch Apex** and **Test Classes** as per the client requirement.
* Worked on developing the custom web pages using **Visualforce Pages** and **Visualforce Components**
* Worked on integration with **REST API** to expose the service and to make the **call outs** as per the requirements.
* Worked creating **Validation Rules**, **Workflow Rules**, **Process Builder** and **Approval process**.
* Worked on **Search Layouts**, **Field Dependencies** and **History Tracking**.
* Involved in deployment activities by using **Change Sets** and **VS Code** with **SFDX commands**

**2. Consumer Durable Products:**

This Project aims at providing simplified sales to business users of Deutch and automating the sales process by leveraging tools and technologies in salesforce. PSBL refers to Personal Small scale Business Loans, it is a Lending Application deployed in Cloud. This Application includes many products like Personal Loan, Doctors Loan, Home Loan, Car Loan etc., so business users leverage this application to give any of these types of loans to customers

**Client** :Deutsch

**Environment:** Salesforce.com Platform, **Apex, Visual Force, JavaScript, Html and** Force.com IDE.

**Roles and Responsibilities:**

* Creating **Workflow Rules**, **Tasks**, **Email Alerts**, and Components to suit to the needs of the application.
* Customization of UI objects like **Visual Force Pages**
* Created Relationships according to the requirement.
* Created **Controllers**, **Triggers** and **Apex Classes**.
* Customized application through Approvals.

**3. Barcelona call center:**

Barcelona Call Centre implementation is the strategic CRM for the EMEA Banking Convergence Project. The Banking Convergence initiative aims to standardize the front-end customer facing applications across EMEA countries. This includes the front-end systems in Call Centers and Branches for Service and Sales.

**Client** :Citigroup USA

**Environment:** Salesforce.com Platform, **Apex, Visual Force, JavaScript, Html and** Force.com IDE.

**Roles and Responsibilities:**

* Creating **Workflow Rules**, **Tasks**, **Email Alerts**, and Components to suit to the needs of the application.
* Customization of UI objects like **Visual Force Pages**
* Created Relationships according to the requirement.
* Created **Controllers**, **Triggers** and **Apex Classes**.
* Customized application through Approvals.

**DECLARATION:-**

* I hereby declare that the information furnished is loyal to the best of my knowledge. Upon request I would be pleased to forward the necessary documents for further verification.