

DEEPANSHU JAIN

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Seeking an assignment in Information technology with an organization where I can learn and function effectively.

EXPERIENCE SUMMARY

- A dynamic professional with **3.10+ year of experience** in Salesforce, Sales Cloud, Analytics Cloud (Reports and dashboard)
- Presently associated with **Appirio -A Wipro Company**, Jaipur as Consultant.
- Experienced in Requirement analysis, Development and operational support and worked over 10 projects.
- Proficiency in SFDC administrative tasks like creating Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Validation rules, Reports, Dashboards, Permission set, Process Builder.
- Expertise in process problems for taking corrective action with key focus on Teamwork, Self-Improvement and Client/company's standard.
- Experienced in SFDC development using Apex classes and Triggers, Visual Force Pages, Html, SOQL.
- Knowledge on Lightning Components.
- Worked on project management tool CMC(Appirio's tool), JIRA, ALM.

CERTIFICATIONS

- Salesforce Admin 201 Certified
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Community Cloud Consultant
- Salesforce Certified Einstein Analytics & Discovery Consultant

ACADEMICS

- B. Tech in Computer Science from Global College of Technology (RTU University), Jaipur, 2015 with 70% marks.
- CBSE Class 12, Saint John's Sr. Sec. School, Kota, 2011 with 55.04% marks.
- CBSE Class 10, Saint John's Sr. Sec. School, Kota, 2009 with 67.70% marks.

TECHNICAL KNOWLEDGE

- **Web Technologies:** Apex, Triggers, Visual Force Pages
- **CRM Package:** Salesforce.com
- **Tools:** Eclipse - IDE, Data Loader, Workbench, Notepad++, Ms-Excel, Ms-Word

- **Scripting Languages:** JavaScript, HTML, CSS

KEY RESPONSIBILITIES

- Interaction with the client for understanding the business requirement and then providing effective solution design.
- Created new custom objects, assigned fields, designed page layouts, custom tabs, Custom reports types.
- Worked on Apex classes, Triggers, Visual force Page, Apex Controllers.
- Created Page layouts, Search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
- Worked with Custom settings and custom labels.

ACCOMPLISHMENTS

- ✓ Awarded **Delivery Excellence Award** for my contribution in NFPA Phase II project.
- ✓ Awarded PAT on the Back for my work on multiple projects.

PROJECTS/ WORK EXPERIENCE

1. National Fire Protection Association- Salesforce Implementation Phase2

Responsible for:

- Application Enhancement, Customization and support.
- Case Management, Code Customization, Code Analysis, Bug Fixing.
- Developed around Web to Case, Email to Case
- Incident Management, Troubleshooting Major Incidents.

2. Avery Dennison - RBIS Sales Cloud-Project: Based on Sales Cloud

Responsible for:

- Actively been involved in CR and Support team (Sales Cloud).
- Interacting with the client for requirement gathering and designing.
- Worked as a Developer mainly on customization through Apex code and lightning components.
- Responsible for defect fixes.

3. Johnson & Johnson US- J&J- Med Device CPQ Pilot (Plan & Arch)- Project: Based on CPQ functionality

Responsible for:

- Responsible for performing Configuration changes including Administration Setup (Users/Profiles/Roles/Permission Sets/Public Groups), Security Settings (OWD/Sharing Rules), Approval Process, Workflows, Assignment Rules etc.
- Developed and configured Custom Report Types, Reports and Dashboards for customer reporting purposes.
- Worked with SOQL queries to store and download the data from the database.
- Perform Data Migration using Salesforce.com Import Wizard, APEX Data Loader utility and Workbench API.
- Involved in Customization of APEX Classes, APEX Triggers and Visual Force Pages.

Date: 21st August 2020

Place: Jaipur