**Benazir S A benazir.amir@gmaili.com**

Mobile: +61 469766315

Mob:+91 9003140937



**Skills Summary**

* Over 9.5 years of IT experience and in **Salesforce** cloud based CRM applications
* Working with functional teams in the implementation and support of CRM application
* Experience in design, development, testing and documentation of Salesforce.com solutions to Global Customers
* Implemented functionalities in Salesforce CRM with Apex, Visual Force, Reports & Dashboards
* Sincere, enthusiastic, hardworking with good communication, interpersonal skills and appetite to learn new skills
* Working as a Salesforce Technical and Functional Consultant
* Ability to manage priorities and organize time effectively to consistently meet project goals.
* Good communication skills and versatility to adapt and work in any environment.
* Enthusiastic participant on Salesforce Trial Head holding badges on various modules
* Hands on experience with Java, Java Script,SQL
* Implemented Salesforce to Salesforce Integration ,SOAP based integration with SAP System
* Conducted Salesforce technical training to the Capgemini Salesforce DCX Fresher’s on Salesforce Technology
* Provided Knowledge overview to Digital Services Capgemini India on Lightening Components, Process Builder

**Academic Qualification**

* Bachelor of Engineering (Electrical & Electronics) , Anna University College,2006 to 2010 with an aggregate of 91%

**Anna University-Gold Medalist**

* HSC ,Sri Krishnaswamy Matriculation Higher Secondary School, Chennai,2005 to 2006 with an aggregate of 93%
* SSLC ,Jaigopal Garodia Hindu Vidyalaya Higher Secondary School, Chennai,2003 to 2004 with an aggregate of 91%

**Employment History**

* Capgemini Australia., - 23/03/2015 – Current
* NTT DATA Global Delivery System - 14/06/2013 – 09/02/2015
* Wipro Technologies - 26/07/2010 – 20/03/2013

**Salesforce Certifications**

* **Salesforce.com Administrator 201 certified**
* **Salesforce.com Advance Administrator 301 certified**
* **Saleforce.com Developer 401 certified**
* **Salesforce.com Sales Cloud Consultant**
* **Salesforce.com Service Cloud Consultant**
* **Salesforce.com Platform App Builder**
* **Salesforce .com Platform Developer I**
* **Salesforce .com Platform Developer II**
* **Salesforce.com Community Cloud Consultant**
* **Salesforce.com Data Architecture & Management Designer**
* **Salesforce.com Sharing and Visibility Designer**
* **Salesforce Application Architect**
* **Salesforce Certified Mobile Solutions Architecture Designer**
* **Salesforce Certified CPQ Specialist**
* **Salesforce Certified Pardot Specialist**
* **Salesforce Certified Marketing Cloud Email Specialist**
* **Salesforce Certified Marketing Cloud Consultant**
* **Salesforce Certified Field Service Lightning Consultant**
* **Salesforce Certified Identity and Access Management Designer**
* **Salesforce Certified Integration Architecture Designer**
* **Salesforce Certified Development Lifecycle & Deployment Designer**
* **Salesforce Certified System Architect**
* **Salesforce Certified Einstein Analytics and Discovery Consultant**

**Performance Achievements**

* **Gold Medalist in Bachelor of Engineering**
* **Won Excellent Customer Delivery contribution for Qantas Project**
* **Won Star Performance award for successful sprint deliverables**
* **Won Distinguished Contribution Award for remarkable contribution in delivering the Project**
* **Acquired Salesforce Trailhead Badges**
* Competent in delivering presentations, understanding client requirements, preparing business requirement documents and coordinating between teams across projects, geographies & technologies

**Toolsets**

* Salesforce.com
* Apex Data Loader
* Eclipse
* App Exchange Tool
  + Conga Merge Tool
  + Conga Composer
  + Birthday Reminder Tool
* Integration Tool – Salesforce to Salesforce Integration

**Work Experience**

**Project Name: Essential Energy Australia**

**Duration: Sep 2019 – Till Date**

**Company Name: Capgemini**

**Work Location: Sydney**

**Project Description** Essential Energy is a state-owned electricity infrastructure company which owns, maintains and operates the electrical distribution networks

**Role: Team Lead**

* Provide Customer Portal for raising the Request forms
* Analyze and review business, functional, and technical requirements
* Provides Support to L3ASP for submitting the Design Submission
* Implemented Calculation of Fees Logic for the Hours they work upon a Request
* Integrating with may systems for providing the discounts to the Customers

**Project Name: Lendlease**

**Duration: March 2019 – Aug 2019**

**Company Name: Capgemini**

**Work Location: Sydney**

**Project Description** A listed property group specializing in project management and construction, real estate investment and development.

**Role: Lead Developer/Techno Functional**

* Provide Customer Support, liaising directly with the clients.
* Analyze and review business, functional, and technical requirements
* Converted the repository into Salesforce DX format to ensure smoother deployment process

**Project Name: Property NSW**

**Duration: Nov 2018 – Mar 2019**

**Company Name: Capgemini**

**Work Location: Sydney**

**Project Description** Property NSW delivers expert property advice across whole-of-government. Our property expertise supports agencies to improve services for the benefit of NSW

**Role: Solution Designer/ Lead Developer**

* Built a model to segregate different level of councils namely Federal, Local
* Analyze and review business, functional, and technical requirements
* Implemented in Segregation of Account Contact Relationship Model

**Project Name: Goodman Fielder Australia**

**Duration: April 2018 – Oct 2018**

**Company Name: Capgemini**

**Work Location: Sydney**

**Project Description** Goodman Fielder is a leading regional food company across Australia, New Zealand and Asia Pacific. We manufacture, package, distribute, market and sell a wide range of food products including bread, milk, cheese, chicken, flour, cooking oils, spreads, baking ingredients, ice cream and snacks.

**Role: Senior Technical Lead Developer**

* Dell Boomi implementation with SAP and Salesforce Integration
* Analyze and review business, functional, and technical requirements
* Implemented REST bases callouts to the Third-Party System
* Integrating with may systems for providing the Matrix Pricing/Discount to the Customers based on the Tiers

**Project Name: Qantas Australia**

**Duration: November 2016 – March 2018**

**Company Name: Capgemini**

**Work Location: Sydney**

**Project Description** Qantas Airways is the flag carrier airline of Australia and its largest airline by fleet size, international flights and international destinations.

**Role: Senior Technical Lead Developer**

* Provide Customer Support, liaising directly with the clients.
* Analyze and review business, functional, and technical requirements
* Implemented REST bases callouts to the Third-Party System
* Integrating with may systems for providing the discounts to the Customers

**PROJECT –Powercor Australia**

**Project Description:** Powercor Australia is an electricity distribution company that maintains and owns Power lines, substation and also manages large distribution network in Victoria. Responsible for the quality and reliability of electricity delivered to customers.

**Role: Senior Technical Developer**

* Customized Salesforce Communities Login, Logout and Homepages
* Processed the XML response sent from AIWM system and updated the record in SFDC System Developed a responsive UI page using Neon Bootstrap theme for the Customers to update the Power Supply Information in Communities
* Sending the information from SFDC to the Third party System to create the Invoices
* Designed Customized Notification Templates to keep the Customers informed about their Power Supply Data and provided Tracking Experience to them
* Creation of Dashboard and reports to provide higher level Overview to the Business officials on their purchases by the Customer
* Followed Agile methodology and focused in completing the requirement with the constraint time level
* Provided support to the new team members who joined in the project. Helped in providing the complete business functionality and Overview
* Involved in Technical Design Documentation for the built functionalities with Powercor

**PROJECT –Coriant GmBh**

**Client: Coriant,Germany**

**Project Description:** Coriant currently operates on three ERP Platforms: Oracle, SAP and Panther. All the three platforms move to One Coriant. Coriant holds the following quality certificates: SO 9001:2008 Certifications, TL 9000 Certification, ISO 14001:2004 Certification (Environmental management).Two Lead Currencies are used for Sales Reporting in CRM Salesforce. Coriant T(Tellabs), Coriant S(Sycamore) are planned and reported in USD and Coriant N(NSN) business are planned and reported in EUR. It currently Services for Hardware, Software Products, maintains Service Level Agreements(SLA) and satisfy the Customer

**Role: Senior Developer**

* Customer and Partner Portal setup Order Creation and follow-up
* HWS,SWS Product Level coding and Customer Complaints handling
* Maintaining simplified system landscape with centralized CRM system used for standard E2E operations management with interfaces to LSP and SAP Panther system
* Processing of both type of Cases by creating movement request(Good Outbound, Faulty Inbound request) in CRM
* Closing the Case when the end to end service is provided to the customer. Feedback forms are provided to the customer to continue providing the best level service
* Frequent defects and solutions are stored in database CRM which helps customer problems solved at the ease
* Monthly reporting process were created directly from the system maintaining One database for short-term, mid-term and long-range forecast
* Real-time access to financial data and Real-time sharing of market data
* Mentor new team members in the project

**PROJECT – Honeywell Direct Access**

**Client: Honeywell, Arizona**

**Project Description**: This Project involves the creation of Mobile applications which can deliver and surface content that is relevant to the user, and is a great way to push updates directly to your potential customers. It offers Rich user experience, cross platform dependant with Blackberry, iphone, Android

**Role: SFDC Developer**

* Support the complete end to end functionality which involves debugging of issues at various layers-SFDC
* Performing minor enhancements which include Page layout changes, creation of custom objects and buttons, sharing settings changes, creation of validation rules and workflows.
* Creation and customization of reports for various business requirements.
* Perform short term data fixes using Data Loader Utility.
* Troubleshooting/Debugging on technical issues like Apex code,VisualForce page, Java script and handling Customer escalations and Incidents.
* Participating in regular system maintenance activities and co-ordinate monthly/quarterly releases for bug fixes and enhancement change requests.
* Jobs/Application monitoring, Incident Resolution, Bug fixing and assisting the development teams on Enhancements.
* Perform testing on the change requests and provide sign-off for production deployment.
* Implement Emergency Bug Fixes, Perform impact analysis on the changes being implemented during Release.
* Resource planning for the respective modules.
* Assist and guide the team members in incident resolving, troubleshooting of complex issues, driving priority incidents and escalations to closure.
* Perform Incident management, Problem management and Change management activities.
* Mentor new team members in the project.

**PROJECT – Medtronics**

**Client: Medtronics, Minneosta**

**Project Description**: Medtronic is the global leader in medical technology - alleviating pain, restoring health and extending life for millions of people around the world.  It comprises the design about forecasting the Revenue which is expected every quarter of their designed custom fiscal year

**Role: SFDC Developer**

* Configuration works which includes creation of fields, permission setup for different Profiles
* Creation of Visual force pages where the Revenues that is forecasted for the particular Quarter are displayed
* Creation of different visual force Pages that are viewed based on the different Role heirarchy
* Data Migration for Deployment
* Unit Test Cases Creation/Execution
* Perform testing on the change requests and provide sign-off for production deployment.
* Implement Emergency Bug Fixes, Perform impact analysis on the changes being implemented during Release.
* Resource planning for the respective modules.
* Assist and guide the team members in incident resolving, troubleshooting of complex issues, driving priority incidents and escalations to closure.
* Perform Incident management, Problem management and Change management activities.

**PROJECT – Apple, Inc.**

**Client: Apple Inc, Cupertino, California**

**Project Description**: This Project involves the creation of Consolidated Org which will be used by the Global Heads of business for Reporting. It comprises the design, configuration, and implementation of Salesforce to Salesforce Integration. This Project is designed to extend the foundation of business key factors for IOS business unit of people across regions like US, China, South East Asia, Japan and Korea.

**Role: SFDC Developer**

* Configuration works which includes creation of fields, permission setup for different Profiles
* Creation of Dashboard and reports in Consolidated Environment
* Establishing salesforce to salesforce Integration between various Source & Consolidated Orgs
* Sharing of Data between orgs using S2S integration
* Enabling Apex sharing of Data between orgs
* Data Migration for Deployment
* Unit Test Cases Creation/Execution

**PROJECT – Bajaj Finserv Lending**

**Client: Bajaj Finserv,India**

**Project Description:** This Work comprises of design, configuration and Implementation of Salesforce.com (SFDC) functionality to offers loans for various needs

**Role: SFDC Developer**

* Trigger Development using Apex Programming
* Development using Visual force Pages and Apex Controllers
* Configuration Work Book Creation/Maintenance
* Migration Checklist Creation/Maintenance
* Unit Test Cases Creation/Execution
* Validating the migration process through the change set

**PROJECT – Cable & Wireless, UK**

**Client: Cable & Wireless UK**

**Project Description:** This Project is to implement a Order Management System. It involves Delivering the Order named IEPL by submitting the Order to the C&W Order Desk also in generating the PDF which made use of Conga Technology

**Role: SFDC Developer**

* Conga Technology Implementation for Pdf and Document generation
* Visual Force – User Interface
* Trigger Development using Apex Programming
* Assignment Rules, Workflow
* Executed Test Scripts/Captured Test Results
* Documenting Migration process through ECLIPSE

**PROJECT – Lexmark Perceptive Project**

**Client: Lexmark Perceptive, Shawnee USA**

**Project Description:** The long term goal of the major International Perceptive Project is to create a user friendly and unique Image Documents and workflow suite as well. This implementation is spread across more than 30 Countries

**Role: SFDC Developer**

* Resolved and fixed simple and medium complexity tickets that have been raised.
* Worked on the configuration part like workflow rules, Approval process, Validation rules
* Creating Queue, Sharing Settings, Creating Views, Field Mapping etc
* Worked on test methods to meet the code coverage
* Worked on triggers to assign the Task to the following Users
* Updated the documentation using ImageNow for the completed task

**PROJECT – CITI**

**Client: Citi Bank, NYC USA**

**Project Description:** The long term goal of the major International CITI Bank Project is to manage the assets of their customers and guiding them to manage their wealth. It also provides high Security for the customers for their Wealth Management. This implementation is spread across their business divisions.

* CRL (Compliance Request Log)
* CPC (CITI-Gold Private Client)
* NIC (National Information Center)

**Role: SFDC Developer**

* FRD Review
* Technical Design Document Understanding/Review
* Merging the objects/code across different salesforce systems within CITI
* Compiled the Test Scripts for CPC project using the FRD
* Writing Test Scripts for CRL project using the FRD
* Executed Test Scripts/Captured Test Results
* Documenting Compliance Review Process functionality
* Data Migration using Apex Data Loader
* Migration Process through Eclipse Tool

**PROJECT – Energia**

**Client: Energia, UK**

**Project Description:** The goal of this Project is to implement the generation of Pdf Format for the Billing System to manage Online Billing which offers variety of Reporting functions

**Role: SFDC Developer**

* Customization by creating fields, workflows, approval process and validation rules
* Prepared the Technical Design Document /Review
* Prepared the Presentation document
* Writing the Test Cases and executing them
* Created a VF page for a Custom object that fetches the data from an another object
* Testing and execution of the Reports
* Created the UAT Preparation and Checklist
* Prepared Train the Trainer delta development