# SARITA RATHORE

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**Career Objective:**

Looking for Salesforce Admin and Developer position in an organization which gives me an opportunity to exhibit my technical skills and giving scope for career.

**Professional Summary:**

* 3+ years of Experience in Software Testing of web-based Product mobile based product.
* 3+ years of Experience in Salesforce Admin and Developer.
* Proficient Knowledge in Manual Testing, Salesforce.
* Created Workflow Rules to automate tasks, Email Alerts, Field Updates
* Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
* Involved in Different phases of Testing (Functional Testing, GUI Testing, Regression Testing, Web-Application Testing).
* Worked on sales cloud and service cloud with various salesforce.com objects like accounts, contacts, leads, campaigns, reports, and dashboards.
* Developed various custom objects, custom workflows, formula fields, master-detail, lookup relationships, tabs, validation rules, Flows.
* Developed visual force pages, apex classes, triggers, batch jobs to support the implementation.
* Worked on the approval process, lightning process builder and workflows to automate the business process without depending on custom code development.
* Worked with external objects in salesforce which is another feature introduced with lightning components.
* Achieving Test Converge more than 75% and maintaining the same at the time of enhancements and Preparation of Unit Test Plans.
* Managed data imports, exports, and data cleansing activities to ensure data integrity and accuracy.
* Salesforce integration in REST API.
* Well versed with SDLC, STLC and Defect Life Cycle.
* Involvement in preparation of Test scenarios, Test cases and executing the same.
* Strong abilities in Software Testing including creation of test cases, execution of Functional Tests and tracking of defects using various tools.
* Good exposure to Bug Life Cycle.
* Commitment, result oriented and interested to learn new technologies.

**Skills:**

* **Salesforce Development**: Apex, Visualforce, Lightning Components, SOQL, SOSL,LWC,Trigger
* **Salesforce Administration**: User Management, Security & Access, Data Management
* **Integration**: Salesforce APIs, REST, SOAP, Bulk API
* **Database**: SQL, SOQL
* **Web Technologies**: HTML, CSS, JavaScript
* **Tools**: Workbench, Data Loader, Eclipse, VS Code

**Professional Experience**

Worked as a Software Test Engineer in **Ascent Cyber Solutions** from July **2016** to nov **2019**.

Working in Horworks Cloud Solutions Private Limited as Salesforce Developer and Admin from July 2020.

**Project Experience:**

**Project #4:**

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| --- | --- |
| Project Title | ContractRenewable and Amendment Process |
| Role | Salesforce Developer |
| Description | Often in customer service when a customer wants to add a new line or contract to the account, they have to contact the sales/upgrades team. After analyzing, management decided to implement a functionality in customer account itself so that any agent can simply check if customer is eligible to upgrade or add a new line on the account or not, and if customer is eligible, they can simply opt in, and customer will be contacted automatically by sales team afterwards. |
| Roles and Responsibilities | * Build Automated process and flow for the business logic automation. * Developed Custom User experience for a Product Catalog and Renewal history through Apex, VF and LWC * Built the community user experience for End customer to check their renewal, applicable discounts, and plan details. * Define permissions for data control and content control for external as well as internal users. * End to end testing of the configuration and deployment |

**Project#3:**

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| Project Title | Sales Process Implementation for Banking domain |
| Role | Salesforce Developer |
| Description | Implemented entire sales process for a banking domain customer, starting from lead capturing to nurturing and distribution to the sales rep. Once the lead turns into opportunity the customer verification process begins where customer verification is done through field agents, these field agents perform the process through salesforce community sites. Post opportunity, renewals and upsells process has been built along with revenue/deal maximiser process. |
| Roles and Responsibilities | * Management of content on salesforce community sites and ensuring limited sales processes exposed to the salesforce community. * Build sales automation rules for the lead channeling flow. * Automation for upsell, renewals, offers and discounts. * Email templates branding, different sales layout configuration and maintaining role based restricted views. * Developed various custom objects, custom workflows, formula fields, master-detail, lookup relationships, tabs, validation rules. * Developed apex classes, triggers, batch jobs to support the implementation. * End to end testing of the configuration and deployment |

**Project #2:**

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| Project Title | **HMS** |
| Testing Approach | Manual Testing |
| Role | Software Test Engineer |
| Duration | Aug 2018 to Nov 2019 |
| Description | HMS is a module of MARS PLUS, it is also an integrated part, which is basically used by hospitals to operate their day-to-day operations like billing, posts, appointment tracker, and admin related operations, like managing assets and liabilities etc. Managing departments like IPD and OPD. Radiology, inventory, finance, pathology.  Responsibilities:   * Preparing Test Summary and Test cases based on the Functionality of the product. * Check the status of every issue across each modules day to day and update the team lead daily through emails and status trackers. * Performing sanity testing once the build is ready to test. * Involved in Functional, Integration, Database and Regression Testing * Interacting with the developers to make sure that they have understood the issues and proactively involved in Defect review meeting. |

**Project #1:**

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| --- | --- |
| Project Title | **MARS PLUS** |
| Testing Approach | Manual Testing |
| Role | Software Test Engineer |
| Duration | July 2016 to Aug 2018 |
| Description | MARS is a cloud-based healthcare management application which enables healthcare professionals (practitioners and small clinics) to manage their entire practice on cloud. This application has multiple modules which enable practitioners to enroll their patients, manage appointments (schedule, reschedule and cancel etc.) and manage their cases online with ease of use. It also allows them to integrate and interact with ‘Laboratories’, ‘Medical Stores’ which enables them to communicate their prescriptions (medicines as well as lab orders) online and maintain their medical records online. It also allows them to manage their billing and relevant activities online.  Responsibilities:   * Preparing Test Summary and Test cases based on the Functionality of the product. * Involved in Functional, Integration and Regression Testing. * Responsible for running test cases and posting defects. * Keep tracking bugs in Redmine and retesting the bugs and updating the bug’s status with comment. |

* Worked as “**Process Coordinator**” from Aug 2015 to July 2016.

**Professional Associations and Training:**

* Member, Salesforce Developer Community
* Salesforce Trailhead:

1. Completed [223] badges and earned [116050] Trailhead points by participating in various modules and projects.
2. Attended Salesforce Trailhead workshops on advanced Apex development, Lightning Components, and data integration.

**Educational Qualifications:**

* **B.E** from City Engineering College (VTU) passed in 2015 with 66%.
* **HSC** from Goenka Public School, Laxmangarh (Rajasthan) passed in 2010 with 65%.
* **SSC** from Goenka Public School, Laxmangarh (Rajasthan) passed in 2008 with 60%.

**Achievements and Extra-Curricular Activities:**

* Mini project on car parking under computer graphics
* Mining Weakly Labeled Facial Images for Search-Based Face Annotation final year Project.
* Workshop on sixth sense technology by Techno philia Systems at City engineering College, Bangalore
* Workshop on C++ at city engineering college
* Participated in sports and dance competitions in school.
* Participated in throwball and tug of war in college.

**Personal skills:**

* Good Communication and interpersonal skills.
* Likely to maintain good Time management.
* Ability to work under extreme pressure.
* Learning new concepts quickly.

**Personal Details:**

Name : Sarita Rathore

Date of Birth : 20th Jan 1994

Married Status : Married

Nationality : Indian

Languages : English, Hindi

**Declaration:**

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

**Sarita Rathore**