**Shraddha Goswami DC Consultant** E-Mail: shraddhagoswami1995@gmail.com Mobile: 9131293643 Current Location:

**EXPERIENCE SUMMARY**

* **Salesforce analysis, development, implementation and management** with over 4 Years of IT experience in **Salesforce.com CRM Platform.**
* Experience in **Customization, Configuration, Implementation and support experience** with Salesforce platform.

# Experience in Salesforce Configuration including Flows, Salesforce Security Access, data utilities

* Experience in SFDC Development using **Apex, Triggers, Batch Apex, Lightning outApp, integration using continuation callouts , Lightning Web Components, Aura Components, utilizing Platform and session cache, iframe architecture in salesforce, JS concepts.**
* Experience in **Omni Channel and Live Chat Implementation with customization in Chat forms.**
* Exposure on **AGILE and waterfall** methodology of Software Development.
* Strong Organizational, Analytical and Problem-solving skills including ability to coordinate, prioritize and manage multiple activities.
* Good communication skills both written and verbal including technical writing learnt as a result of direct interaction with the onsite coordinator on a daily basis through calls.
* Excellent Leadership and Ownership skills gained as a result of being worked as a sole developer developing, enhancing and supporting the application.
* Also **Salesforce PD1** certification.

**TECHNICAL SKILLS**

Language : Apex, SQL, SOQL, SOSL, HTML

Applications : Salesforce CRM, VS Code, SonarQube, Github, Jenkins.

Tools : Change Sets, Import Wizard, Visual Studio Code, Workbench

Application Servers : Web logic.

Web Technologies : HTML, XML, CSS

**PROFESSIONAL EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| Organization | From | To | Designation |
| Accenture Solutions | May 2017 | Jan 2021 | Application Development Analyst |
| Deloitte Consulting India Pvt. Ltd | Jan 2021 | Present | DC Consultant |

**PROJECT EXPERIENCE**

**PROJECT:**

1. **Disney, US.**

Role type: **Salesforce Developer** Software Model: Agile Team

Role: Application Development Associate

**Responsibilities:**

* + Worked on Marketing cloud for Promotion of Disney and working on its approval process which was entirely customized using LWC and Apex .
	+ Created a custom metadata which consisted of the entire approver structure to whom the approval process should be routed in each step.
	+ Worked on customized approval process.
	+ Used LWC to create an entire customized form to fill by the design Agents which will be routed to

Specific group of users for Approval.

* + Minimized code in **JavaScript Controllers** by adding reusable functions in Helper Component.
	+ **Used SOQL and SOSL statements within Governor Limits** for data manipulation needs of the application using platform database objects.
	+ **Tested apps** by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
	+ Used refined global search in Lightning **by developing Apex classes and Controllers**.

# Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications

* + Involved in daily stand-up meetings, Scrum. This resulted to bring good solution to the business requirement.
	+ Created **High level documents and Data Flow document** for requirement.
	+ Scheduled **Apex Batch jobs** for processing large records.
	+ Worked on **data migration from databases to SFDC** using Data Loader.
	+ Created **email templates and inbound emails** using Visual Force for customers and clients.

# Confidential (Client is UK based leading Global provider of agriculture science and technology).

Role type: Salesforce DeveloperSoftware Model: Waterfall/Agile

Role: Software Engineer Analyst.

**Responsibilities:**

* + Worked on Apex , triggers ,Batch Class, scheduling the batch class, Queueable classes
	+ Worked on Lightning outapps to load the Lwc component over Visual Force Page.
	+ **Used SOQL and SOSL statements within Governor Limits** for data manipulation needs of the application using platform database objects..
	+ Created **High level documents and Data Flow document** for requirement.
	+ Scheduled **Apex Batch jobs** for processing large records.

# Confidential (Client is UK based leading Global provider of agriculture science and technology).

# Role type: Senior Salesforce Developer

Software Model: Waterfall/Agile

**Responsibilities:**

* + Mostly worked on customization which includes embedding an iframe inside aura and executing the functionality inside iframe.
	+ Worked with Local Storage to set the data and retrieving it at the time of login into the application.
	+ Worked on WorkspaceAPi Service Console feature.
	+ Worked on getting the records from external system using continuation callouts and used Wrapper classes to send the response back to JS.
	+ Worked on functionalities that involved communication between LWC, aura and JS (static resource).
	+ Worked on Omni Channel with customization in chat functionality.

**ACHIEVEMENT DETAILS**

* Received **Spot award and Applause award** in Deloitte.
* Received appreciation from client and team.
* Worked as acting lead in the team.

**ACADEMIC DETAILS**

* Completed Bachelor of Engineering in Electronics and Telecommunication with 8.16 cgpa from KIIT

University in the year 2017.

**PERSONAL DETAILS**

**Full name** Shraddha Goswami

**DOB** 06-05-1995

**Gender** Female

**Nationality** Indian

**Languages known** Hindi, English

**DECLARATION**

# I hereby declare that all the above furnished details are true to the best of my knowledge.

[**Shraddha Goswami**]