

Shradha Bansal	Phone: +91-8860115386 Mail: shradhabansal88@gmail.com LinkedIn: https://www.linkedin.com/in/shradha88/
Salesforce Consultant	

SUMMARY

4X Certified Salesforce Technical Lead with **8.9** years' experience as below:

- Work with business stakeholders to understand their business processes, prioritize information needs and translate business requirements into systems solutions.
- Work with clients and end-users to gather, understand, and define business requirements.
- Document As-Is business processes, business requirements, and solution designs for Salesforce platform.
- Work collaboratively with internal team members to design a solution that will meet the customer's business requirements. Configure Sales Cloud, Service Cloud, communities.
- Provides feasibility analysis of solutions on the SFDC platform
- Works like solution design of business requirements and works with software engineers and architects to prioritize business requirements
- Drives effort estimation or story pointing of business requirements
- Supports formal validation with scrum-team and business testers
- Provides support on issues during Sprint and validation cycles
- Helps in backlog grooming sessions along with Product Owner
- Provides support to scrum-master on Sprint Planning.
- Provides support to development team and testers on technical solutions
- Works with external groups including integration and deployment teams on technical issues; data mapping and solution delivery
- Attends all scrum events as required or needed
- Supports and strengthens technical knowledge base across the Salesforce program

Experience in working across various Salesforce.com platforms covering **Sales Cloud, Service Cloud, Community Cloud, & AppExchange Applications.**

Volunteering as Salesforce Community User **Group Leader.**

WORK EXPERIENCE

Astrea It Services – Manager

Noida, India - [Dec 2014 to Present]

Infosys - System Engineer

Mysore, Bangalore, India - [Sep 2013 to Dec 2014]

Astrea It Services – Salesforce Developer

Noida, India - [June 2013 to Sep 2013]

SKILLS

- Apex
- Visualforce
- Lightning
- Integrations
- DevOps
- Visual Studio
- Workbench
- LWC

TECHNICAL EXPERTISE

- Sales Cloud
- Service Cloud
- Community Cloud
- Appexchange

INDUSTRY SECTORS

- Finance
- Insurance
- Field Service
- Manufacturing
- Healthcare

METHODOLOGIES

- Agile
- Hybrid
- Waterfall

CERTIFICATIONS

- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator

RELEVANT EXPERIENCE

Worked as Salesforce Consultant for Pepsico– Europe

This project was to provide a product for integration between different BUs using pepsico Salesforce platform.

- Working as a **Salesforce Consultant** on pepsico project
- Designing web services as part of a product for loyalty management with different use cases for different BUs
- Managing the sprint tasks in Jira
- Managing CICD deployments with bitbucket
- Attending ceremonies and drive calls

Worked as a Tech lead for a Japanese Hotel app – Japan

Description:

The project is an enhancement for a product designed and sold to the hotel industry in Japan.

Role & Responsibility:

- Leading implementation for the integration with Payment system Smaregi for adding details of any cash payments, getting details of orders and creating records in salesforce.
- Developing Apex Triggers/Classes.

My Stadia Community as a Senior Developer

Description:

The project is an enhancement of a community set up for Planter to apply for a new church.

Role & Responsibility:

- Worked closely with clients for requirement gathering and estimation.
- Worked on Designing the flow and implementing it through communities as a lead for a team of 4 people.
- Daily communication through Management tool Asana with the client.
- Developing Apex Triggers/Classes, visualforce pages.

Kid Power Visualforce site as Senior Developer(Unicef)

The project is to provide a portal for the schools in the USA for applying for the Kit under Kid Power program by Unicef.

- Worked closely with clients for requirement gathering and estimation.
- Worked on Designing the flow and implementing it through Visualforce site as a lead of a team of 3 people.
- Developing Apex Triggers/Classes, visualforce pages.
- Used Lightning Design system to create responsive pages.

Product: Dolly Cloning App Appexchange

This product in salesforce is to provide a feature to admins to quickly clone metadata.

- Responsible for designing the architecture of the app.
- Use of metadata API for creation of objects and fields.
- Developing Apex Classes, Visualforce Pages.
- Responsible for creating the Test Methods to provide maximum coverage.

Product: Mogli SMS (SMS Application) on Appexchange

- Intelligent SMS used to rapidly scale a solution for intuitive and easy to use exchanges

- Complex interactions can be easily managed through SMS queries.
- It has Capability of doing Business Processes through SMS.
- Sales, Support and Satisfaction records are automatically created and tracked from a simple SMS thread
- Mogli SMS integrates with Twilio, Telerivet and other SMS providers
- <https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000DqCytUAF>

EDUCATION

- Mtech- CS (2011-2013) - 8.2 CGPA
- B.Tech – IT (2007-2011) – 75.6%
- XII (2007) – 84%
- X (2005) – 87%

DECLARATION

I hereby declare that information is true and is correct to the best of my knowledge.

Date:

SHRADHA
BANSAL

PLACE: