**Monica Gone**

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**Professional Summary:**

* **2+** years of IT experience in **Salesforce.com CRM** (SFDC) and Force. Platforms as a Developer and Administrator.
* Experience in Salesforce **Customization, creating VisualForce pages, controllers, Apex Classes, Apex Triggers and Service Cloud.**
* Understanding of **CRM business Processes** like Forecasting, Campaign Management, **Lead Management**, Account Management, Case Management.
* Experience Customizing standard objects Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports, and Dashboards.
* Proficiency in administrative tasks like **Creating Profiles, Roles, Users, Email services, Approvals, Workflows, Reports, Dashboards, Forecasts, Formula fields, Workflow rules, Validation rules**.
* Strong Knowledge **of SFDC standard Data structures** and familiarity with **designing Custom Objects on Force.com platform** and **Force.com Sites**.
* Knowledge on how to indulge with Sales Representatives.
* Experience working with integration features such as callouts, future methods, REST and SOAP APIs.
* Expertise in Force.com technology stack: **APEX, VisualForce, SOQL, SOSL.**
* Experience with SDLC life cycle.
* Strong Implementation and Integration experience using **Custom Objects, Triggers, Workflow Rules, Approvals, VisualForce Pages, and Apex classes.**
* Experience working with **Force.com IDE**, data migration and updates through the tool AppExchange **Data Loader** in Salesforce.com (SFDC).
* Experience in databases such as **SQL**.
* Self-motivated capable of rapidly learning new technologies and processes and successfully applying them to projects and operations
* Ability to adapt quickly to challenges and changing environments.
* Excellent communication and interpersonal skills. Ability to work effectively working as a team member as well as an individual.

**Technical Skills:**

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| **Salesforce.com** | Apex, Force.com Platform, Visual force Pages, Web Services API. |
| **Web Technologies** | HTML, CSS, JavaScript. |
| **Languages** | Apex, SQL,C and C++ |
| **Operating Systems** | Windows 98/2000/XP/2003/vista/2007/10 |
| **Tools** | Tableau, MS Office, MS Outlook, MS Access |

**EXPERIENCE SUMMARY:**

* Software Engineer at **EUREKA IT Solutions Pvt Ltd from May’19 till Date.**
* Business Operations Analyst with **Accenture Solutions from Aug’16 till May’19.**

**PROJECT EXPERIENCE :**

**Project # 1 June 2020 till Date**

**AOS Corporation  
Salesforce Developer/ Admin**

**Project Description:**

A.O.S Corporation is an American manufacturer of both residential and commercial water heaters and boilers. It is the largest manufacturer and marketer of water heaters in North America. We implemented the complete, end-to-end CRM solution for their business needs using Salesforce.com CRM and the Force.com platform.

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation in the sales cloud-based environment.
* Implemented the requirements on Salesforce.com platform and **Force.com IDE** Plug-in using Eclipse.
* Worked with various salesforce.com objects like **Accounts, contacts, Solutions** and Custom Objects.
* Developed various **Custom Tabs, Tags and Components**.
* Implemented **Salesforce for Outlook functionality** and installed outlook integration with different user system**s.**
* Worked with **Validation Rules, Workflow**s, **Approval Process** and Reports & Dashboards.
* Worked with **Data Loader** and **Appexchange Applications**.
* Worked with different **Deployment Plans** for each release and **Sandbox Refreshing**.
* Worked with different **Record types** to set up for different **Page layouts** based on profiles.
* Involved in setting up **Profiles** and assigning the **Profiles** to the **Users**.
* Involved in setting up the **Role Hierarchy** and assigning the **Users** as per the role.
* Created different **profiles** and set up the permissions based on the **roles** in the organization.
* Knowledge in **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Experience with **SOQL** and **SOSL** statements within custom controllers, extensions and triggers.
* Involved in the Web Services Integration to connect with the different Applications

**Project # 2 May 2019 till June 2020**

**Misys Banking   
Salesforce Developer/ Admin**

**Project Description:**

Misys is leading software provider in banking solutions for core banking and treasury capital market (TCM).Main objective of the application to maintain details of customers, track customers issues and customized reports and dashboards.

**Responsibilities:**

* Involved in Configuration and customization
* Responsible for doing customization like creation of Objects, Relationships, Record Types, Page Layouts, Custom Settings, Validation Rules, Email Templates, Workflow Rules and Approval process
* Responsible for creating Users, Profiles, Roles and Sharing Settings.
* Responsible for designing Reports and Dashboards
* Responsible for writing Apex Triggers and Apex Classes
* Responsible for designing UI using Visualforce Pages
* Worked on Apex Data Loader.
* Responsible for preparing Technical Document.

**Accenture Solutions, Hyderabad**

**Role : Business Operations Analyst**

* Awarded Star of business for consistent performance for 5 months
* Maintained Quality Scores above-set target of 92%
* Reviewed files, records, and other documents to obtain business information and key data informing responses to development requests
* Assigned tasks to associates, staffed projects, and updated all involved parties to enhance optimal business flow
* Built library of models and reusable knowledge-base assets to produce consistent and streamlined business intelligence results
* Supported leadership team with reporting, analysis, and business presentations to inform divisional strategies
* Worked with team leads and managing leadership, establishing a robust talent pool with focus on people, and continuous improvement
* Managed quality assurance program, including internal audits and customer surveys