

SONAL DIXIT

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PROFESSIONAL ADRIDGMENT

- Having 6+ years of IT experience in Application Design & Development, Testing, and Maintaining Applications on the Salesforce platform as a Developer.
- Firsthand experience in force.com Development by developing the presentation layer in Visualforce and business logic in the Apex by creating/using the Classes, Standard Controllers, Custom Controllers, Controller Extensions and Force.com REST based Web Services API.
- Working experience with Lightning Component Framework, using Lightning components.
- Expertise in Live Agent and Omni-channel in Service Cloud.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Lightning flows, Workflows, Validation rules, Reports, Dashboards, Data loader, Tasks.
- Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.

ORGANISATIONAL PURVIEW

| Duration | Organization | Position(s) Held |
|--------------------------|--------------------------------|--------------------|
| May 2018 – Till Date | Schneider Electric Pvt Ltd | Senior Analyst |
| July 2016- January 2018 | Cognizant Technology Solutions | Programmer Analyst |
| January 2014 – June 2016 | Accenture Services Pvt Ltd | Software Engineer |

TECHINICAL SKILLS

Salesforce Technologies: Salesforce CRM, Lightning components, Apex Classes/Controllers, Apex Triggers, SOQL, Visualforce Pages, Apex Web Services, Lightning flows, Workflows, Dashboards, Schema builder, Process builder.

Salesforce Tools: Workbench, Force.com Eclipse IDE, Apex Data Loader, Live Agent, Omni-Channel, Developer Console, Change Sets, AutoRabit, Workbench.

Programming Languages: SOQL, Apex Language (Classes, Trigger, Batch, Schedule)

Web Technologies: HTML, HTML5, XML, CSS, JavaScript, REST

Others: Visualstudio code, JIRA, MS office.

PROJECTS DONE

| July 2016 – Till Date | |
|-----------------------|--------------------|
| Project | bFO-CCC |
| Client | Schneider Electric |
| Environment | Salesforce |
| Role | Developer |

This project involves collaboration with the business goals to measure and improve our front office performances via real time & accessible commercial analytics dashboards and collaboration capabilities. Be the easiest provider to do business with in support and field services and to enable convergence Customer/ Partner Support.

Roles and Responsibilities

- Discuss and analyze the requirements with business team, to better customize and utilize the full functionality of salesforce CRM.
- Involved in UATs and requirement gathering in SE and acquired lot of business knowledge which helped in development and implementations
- Co-ordinate Case Management activities with cross-functional teams including UAT, production support after Go-live and application release notes prioritization of future upgrades.
- Developed applications using Agile methodology and functioned as Scrum- Master.
- Authored Batch Apex, Triggers, Visualforce pages, Custom controller and other out-of-the box customizations using Process Builder, Custom Metadata Type, Workflows, Validation rules, Email templates.
- Create Lightning Components and server-side controllers to meet the business requirements with migrating the standard and custom objects to lightning experience
- Apply best practices and design patterns of quality applications developed on the force.com platform.
- Experienced in integration of salesforce.com with external applications by creating REST based webservice API.
- Have knowledge in using Apex REST callouts, Named Credentials, Connected App.
- Create record types, page layouts, and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Utilized out-of-the box chat solution provided by Salesforce - Live Agent, Omni-Channel and Embedded Service to enhance the agents' experience in service console.
- Performed admin activities - creating Profiles, Roles, Permission Set, Sharing rules, Page Layouts, RecordTypes.
- Implemented custom functionalities to ease agents' day-to-day activities in service cloud console which contributes to Customer Care solution using Javascript, Salesforce Apex, Salesforce Lightning, Pre-chat API, Deployment API, Lightning Console JavaScript API
- Developed status synchronization between Omnichannel and CTI to improve Customer Care performance using Lightning Console JavaScript API(the navigation item API, the utility bar API, and the workspace API)

- Enabled video calling between agents by making use of Lightning container hosting a third-party application in an iframe in lightning console.
- Built a custom solution to help field service engineers understand requirements in their native languages by sending automated voice messages using Twilio.
- Experience in data migration using Data Loader, Workbench.
- Experience in customizing standard Objects like Accounts, Contacts, Opportunities, Cases, Reports (Summary reports, tabular reports, Pie charts) and Dashboards and Report folders for different user profiles as per the requirements.
- Strong experience with source control tools like Git, Bitbucket and built salesforce code from the repository.
- Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 75% lines of the apex classes before pushing them into the production
- Followed CI/CD process for deployments using AutoRabit and GitHub Actions.
- Worked on JIRA for the requirements gathering and moving the requirements to various levels once they are being done
- Work with Salesforce.com premier support to resolve technical issues and enhancements through their accelerators.

| <u>February 2015 – July 2016</u> | |
|----------------------------------|-------------------------------|
| Project | VCE |
| Client | EMC |
| Environment | Salesforce |
| Role | Developer, Designer & Analyst |

VCE, through Vblock Systems, provides an optimized information technology system that accelerates the adoption of converged infrastructure and cloud-based computing models that dramatically reduce the cost of IT while improving time to market for customers. Accenture is engaged in providing end to end Sales and Service Cloud Solutions for the client. The Salesforce Sales and Service Cloud initiative is tasked with creating a centralized system for sales support and service management, which will improve sales and service management, as well as increasing efficiency for the support teams. VCE utilizes Salesforce.com as the platform to maintain sales and services data.

This Project involves Improving business agility and deliver a better user experience through cloud computing. To provide the medium which will have single view of their customers using integrated CRM and content management system. To help report on huge data for their clients and customers.

Roles and Responsibilities

- Involved in estimation of efforts required for the requirements related to project
- Requirements and Analysis: Understanding the requirements of the client
- Involved in designing and development of business logics using salesforce functionalities.
- Utilized salesforce customization to meet complex requirements.
- Responsible for creating Design Doc and various metrics to track the progress of the project.
- Training new team members and bringing them up to speed for new projects.

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|------------------------------------|--------------------------------|
| <u>June 2014 till January 2015</u> | |
| Project | Strategic Outsourcing AO TE |
| Client | Janalakshmi Financial Services |
| Environment | Salesforce |
| Role | Support |

This Project involves managing JFS's customer and account master data and provide processing, reconciliation and reporting services as part of their customer onboarding and processing operations. It also manages JFS's application platform i.e. customer relationship management software.

Roles and Responsibilities

Developed CRs based on Workflows and Validation Rules.

User creation, Report creation and ID maintenance

Worked on SVN and created User-Ids for the same using PuTTY Software.

ACADEMIA

| Degree | Year of passing | Institution/ board | Percentage |
|-----------------------------------|-----------------|--------------------|------------|
| B.E.(Electronics & Communication) | 2013 | IITM, Gwalior | 70.0 |
| AISSCE CBSE XII | 2009 | K.V. No 1 Gwalior | 80.6 |
| AISSE CBSE X | 2007 | K.V. OF Katni | 74.2 |

EXTRA CURRICULAR ACTIVITIES & MEMBERSHIPS

- Passed with Merit in Business English Preliminary Exam conducted by Cambridge University, UK.
- Got two of my articles published in Times of India's supplement Gwalior Plus named 'Time to take note' and 'Clean city, Green City'.

PERSONAL DETAILS

Nationality : Indian

DOB : 12th September 1991