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| **Shubhra Nisha**  Email ID : [shubhranisha443@gmail.com](mailto:shubhranisha443@gmail.com)  Mobile No: +91-7406141666  Pune, India |  |

**Professional Summary:**

Having Overall **6.3 years** of work experience as **Senior Salesforce Consultant, Developer & Administrator.**

Having **3+** **years** of work experience as **Senior** **Salesforce Consultant (Salesforce Administrator & Developer)**

**Certified Salesforce Administrator (Credential ID -> 19551397)**

* Worked on various salesforce **standard objects** and as well as **custom objects**.
* Experience in worked with Data Migration Tools (**Apex Data Loader** / **Import wizard**).
* Creating **Users**, **Roles, Profiles** and **security settings** based on the **Role Hierarchy**.
* Extensive experience with using **Validation Rules**, **Work flows, Approval Process**, **Record Types** and **Page layouts**.
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects, creating the **Relationships** / **Junction objects** like **Master-Detail**, **Lookup**, Entity Relationship data model, **Custom Settings**, Pages, Classes, Work flows, Triggers, Email alerts and business logics.
* Creating **Reports and Dashboards** as per the needs of the organization.
* Experience in working with Apex Web Services like SOAP and REST API’s.
* Experience in executing **SOQL Queries** to view successful transactions of data and validating data.
* **REST, WSDL, SOAP Web Services** to integrate Salesforce with 3rd party Sites.
* Experience in Web Application development.
* Exposure to Data security and regulatory controls
* Proficient in Sales, Service, Community Service Cloud
* Demonstrated proficiency in building solutions using CRM/Client technology/Salesforce in Banking and Finance domain
* Exposure to integration of CRM/Client technology/Salesforce with Enterprise applications
* Understands different project methodologies, project lifecycles, major phases, dependencies and milestones within a project, and the required documentation needs
* Excellent team player, self-motivated, quick learner with good communication skills.
* zeal to learn new technologies
* Quick Learner
* Team Facilitator
* Dedication towards work

**Employment** **History**

* Working as Senior Salesforce Consultant in All State India Pvt Ltd, April 2019 till Present
* Worked as Software Development Engineer (Salesforce Developer and Administrator) in EMTEC Technologies, Feb 2018 to Feb 2019
* Worked as Product Specialist (Salesforce Administrator & Developer) in Replicon Software India Pvt. Ltd, From September 2015 to September 2017
* Prior to this, I was working as Technical Support Engineer in Dell International Services, from July 2014 till August 2015
* Started my career working as Technical Support Engineer in Infosys, from March 2013 till July 2014.

Educational Credentials

* B.E (CSE) from KNSIT affiliated to VTU University in 2012 with an aggregate of 72%.
* 12th from CBSE Board in 2008 with an aggregate of 80%.
* 10th from CBSE Board in 2006 with an aggregate of 90%.

Technical Skills

**CRM Tools :** Salesforce.com, Siebel, Service Now, Remedy

**Salesforce Technologies :** Apex Classes, Apex Triggers, SOQL, SOSL, Custom Objects,

Visual Force (Pages, Components & Controllers), Triggers,

Test Classes, Validations,

Workflows & Approvals, Reports & Dashboards, Page Layouts.

**Tools/IDE :** Apex Data loader, Force.com IDE, Workbench, TFS, Git, Jira, Prism

**Programming Languages :** Apex, MS Office, My SQL, Networking

**Web Technologies :** Visual Force, Java Script, CSS, jQuery and HTML5,

**Database Language :** SOQL (Salesforce Object Query Language), MySQL

**Operating Systems :** Windows Family and Linux.

Project Profile

**Project #1 : ARS- GHRN (Allstate US)**

**Client** : All State Road Smart Services, USA

**Role** :Senior Salesforce Consultant

**Environment** : Salesforce CRM, Salesforce.org, Apex, Visual Force, Data-loader, NPSP pack and Force.com IDE, JIRA

**Description:** The Allstate GHRN protects people from life's uncertainties with more than 113 million proprietary policies. Allstate offers a broad array of protection products through multiple brands and diverse distribution channels, including auto, home, life and other insurance offered through its Allstate, Esurance, Encompass, Square Trade and Answer Financial brands. Allstate is widely known from the slogan "You're in Good Hands with Allstate." The proposed CRM application is directed towards managing organizational accounts, applicants, Candidates and Rescuers.

**Roles & Responsibilities**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Involved in creating fields, Objects, Tabs, Apps, Relationships, Record types, Validation rules, and Workflow rules.
* Customized different Page Layouts for different Record Type.
* Configuration of Salesforce.com as per the requirement.
* Created profiles and implemented Object level, field-level and record-level security.
* Using Data Loader for migrating data from local system to salesforce.com.
* Developed Classes & Triggers for applying the business logic on Database events.
* Created Workflows, Approvals, and Email alerts to meet different needs of application.
* Creating Apex Rest callout to their 3rd party API I.e., DocuSign, Checkr, Zip recruiter & Twilio
* Creating Lightning web components and Visual force Pages to display Case records based on record type selection and Skill Validation to meet different needs of Business
* Working with Business Analyst/Salesforce Administrators/Developers/Business Leaders in Tailoring solutions that meets business needs using an agile/iterative development process

**Project #2 : AFCEA**

**Client** : Dimitrios Meritis, USA

**Role** :Salesforce Developer & Administrator

**Environment** : Salesforce CRM, Salesforce.org, Apex, Visual Force, Data-loader, NPSP pack and Force.com IDE

**Description:** AFCEA is a member based, non-profit international organization. AFCEA provides a forum for military, government and industry communities to collaborate so that technology and strategy align with the needs of those who serve.

The proposed CRM application is directed towards managing organizational accounts contacts. Managing membership and non-membership opportunities. Dealing with data upload. Apex Rest callout to call 3rd party APIs.

**Roles & Responsibilities**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Involved in creating fields, Objects, Tabs, Apps, Relationships, Record types, Validation rules, and Workflow rules.
* Customized different Page Layouts for different Record Type.
* Configuration of Salesforce.com as per the requirement.
* Created profiles and implemented Object level, field-level and record-level security.
* Using Data Loader for migrating data from local system to salesforce.com.
* Developed Classes & Triggers for applying the business logic on Database events.
* Created Workflows, Approvals, and Email alerts to meet different needs of application.
* Creating Apex Rest callout to their 3rd party API to create accounts in Q System and update in to salesforce.
* Creating multiple field dependencies on opportunity object.
* Involved in designing Reports & Dashboards.

**Project #3 : Washtech**

**Client** : Craig Hanson, USA

**Role** :Salesforce Developer& Administrator

**Environment** : Salesforce.com, Apex, Reports & Dashboard, QuoteWerks, and Force.com IDE

**Roles & Responsibilities**

* Analyzing the requirements and converting them into functional/technical Specifications.
* Involved in creating fields, Objects, Tabs, Apps, Relationships, Record types, Validation rules and Workflow rules.
* Customized different page Layouts for different users.
* Created workflow rules and defined related tasks field updates to implement business logic.
* Configuration of Salesforce.com as per the requirement.
* Created Profiles and Implemented Object level, Field-level and Record-level security.
* Used Data Loader for migrating data from their old CRM system to salesforce.com.
* Developed Triggers for applying the business logic on Database events.
* Designed and developed Workflow rules for generating mails and Tasks.
* Used SOQL Queries for data fetching.
* Creating complex reports (Opportunity to watch, sales process, pipe line movement, activity manager reports).
* Creating Dashboard for analyzing reports on weekly, monthly and yearly basics.
* Multi-level Stage in opportunity.

**Project #4 : Workshop Digital**

**Client** : Brian Forrester, USA

**Role** : Salesforce Developer & Administrator

**Environment** : Salesforce.com, SFIQ, Data Loader and Force.com IDE

**Roles & Responsibilities**

* Creation of Custom App, Custom Objects, Tabs, Page Layouts, Related Lists, Dependent fields, validation rules custom buttons and links.
* Established Master - Detail relationship between custom objects.
* Created automated work flow rule to send a Qualification questionnaire once a opportunity is converted from lead.
* Involved in security levels as field level security and organization wide defaults.
* Create new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.
* Implemented SFIQ inbox for Gmail.
* Understand the features of SFIQ inbox and trained their users so that they can use it effectively.
* Email notification once a lead is created.
* Integrated Harvest online time tracking tool with salesforce using Apex rest.
* Used Force.com IDE environment for Data management operations.
* Used Data Loader for migrating data from local system to salesforce.com.
* Generate different kind of Tabular, Summary Reports and Dashboards.

**Project #5 : Dotcom**

**Client** : Dotcom, USA

**Role** : Salesforce Developer & Administrator

**Environment** : Salesforce.com, Apex, Visual Force, Data Loader and Force.com IDE

**Roles & Responsibilities**

* Creation of Custom App, Custom Objects, Tabs, Page Layouts, Related Lists, Dependent fields, validation rules custom buttons and links.
* Established Master - Detail relationship between custom objects.
* Created automated work flow rule for generate email to whom taken admission into Devry University.
* Developed Salesforce.com triggers for custom objects as part of workflow rules.
* Involved in security levels as field level security and organization wide defaults.
* Create new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.
* Customized User Interface pages by using Visualforce, Java Script, CSS and HTML.
* Used Force.com IDE environment for Data management operations.
* Used Data Loader for migrating data from local system to salesforce.com.
* Generate different kind of Tabular, Summary Reports and Dashboards.

**Project #6 : Trafigura**

**Client :** Trafigura, Netherlands

**Role :** Software Development Engineer (Salesforce)

**Environment:** Salesforce.com, Apex, Visual Force, Data Loader, Workbench, TFS, DevOps and Force.com IDE

**Roles & Responsibilities**

* Creation of Custom App, Custom Objects, Tabs, Page Layouts, Related Lists, Dependent fields, validation rules custom buttons and links.
* Established Master - Detail relationship between custom objects.
* Developed Salesforce.com triggers for custom objects as part of workflow rules.
* Involved in security levels as field level security and organization wide defaults.
* Create new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.
* Customized User Interface pages by using Visualforce, Java Script, CSS and HTML.
* Used Force.com IDE environment for Data management operations.
* Used Data Loader for migrating data from local system to salesforce.com.
* Generate different kind of Tabular, Summary Reports and Dashboards.
* Work as the part of SFDC DevOps and take care of defect ID, complete and approved Pull Requests.
* Being member of DevOps, responsible for deployment (Pre-deployment, Deployment, Post-deployment steps for Salesforce Instance)
* Design Visual Force pages using AJAX functionality and global variables
* Understands different project methodologies, project lifecycles, major phases, dependencies and milestones within a project, and the required documentation needs
* Exposed to integration of CRM/Client technology/Salesforce with Enterprise applications
* Perform “Customer Sync” Sanity test in Salesforce to check the functionality with integrated applications like Navision, iPass and BizTalk.

Strengths

* Adaptability and dedicated towards work.
* Ability to work in a team and Friendliness.
* Confidence & Positive thinker.
* Creativity and Self-motivated.
* Consistent with a high degree of Flexibility, Commitment & Optimism.

Declaration

I, hereby affirm that the information provided above is true and correct.

Shubhra Nisha