

## WORK EXPERIENCE

### Associate Cloud Management Specialist Appirio A Wipro Company

06/2018 - Present

Jaipur

#### Achievements/Tasks

- Cloud Management is a service offering for customers with cloud-based production systems focusing on a client's Salesforce Organization. This includes technical support, administration of existing features and customizations, as well as the development of minor enhancements. Cloud Management support around 30+ customers on an average.
- My major role was working on application configurations, Git, Salesforce DX, appirioDX (DevOps Solution for Appirio), ANT, Workbench, DataLoader, DBAMP, resolving various production deployment errors, test class fix, packaging, and production deployments.
- Good experience in Application Lifecycle Management, Org Management-synchronizing multiple environments and managing multiple repositories, Org Refreshes, knowledge of different metadata types in Salesforce

## PROJECTS

### Metro by T-Mobile

- Metro by T-Mobile is the fifth largest Telecommunications network in US using code division multiple access.
- Implemented DevOps solution for different orgs of T-Mobile using appirioDx. Which improved the methods for development, testing, and deployment.
- Worked in fixing production deployment errors, Developed Apex classes, Triggers and maintained orgs synchronizations with sandbox refreshes and deployments.
- Experience in implementing different asynchronous methods like Future methods, Batch Classes, Schedulable Apex.

### Guy's & St. Thomas' NHS Foundation Trust

- We are one of the largest hospital trusts in the country, with over 1 million patient contacts every year.
- Worked in doing complex sandbox refreshes, Coordinate all build and release activities, Managing multiple release schedules, workstreams, and code versions is a critical task to ensure the organization maintains security, integrity, and the ability to stay flexible.
- Debugging deployment failures, coordinating with developers and testers for issues to handle multiple tasks and work independently as well as in a team. Updating large amounts of data of an object, custom setting using DataLoader or workbench.

### Key Impact

- Developed Apex classes, Triggers, Visualforce Pages and Controller classes for various functional needs in the application.
- Interacted with Salesforce data using Import /Export XSLs, Workbench and SOQL.

## EDUCATION

### B.Tech

### Global Institute of Technology

2014 - 2018

77.13%

## SKILLS

Org Management	Apache ANT
GIT	Salesforce DX
Data Loader	DBAMP
Apex, Flows, Visualforce, Triggers, Async Apex	SOSL, SOQL
Communication and Soft Skills to run through Client Meetings.	Salesforce Admin
Data Management	Release Management

## ACHIEVEMENTS

Won Pat on the Back quarterly performance award at Appirio

Won Delivery excellence award for successfully bringing a good NPS score for Key Impact

## CERTIFICATES

Salesforce Certified Administrator

Salesforce Certified Platform Developer 1

Salesforce Certified Service Cloud Consultant

Salesforce Einstein Analytics and Discovery Certified

Salesforce Certified Community Cloud Consultant

## LANGUAGES

Hindi

Native or Bilingual Proficiency

English

Full Professional Proficiency