

Kirti Nidhi Thakur

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Professional Summary

5x certified Salesforce professional with over 6+ years of experience in SFDC development of enterprise applications, Salesforce Administrator. Expertise in development, data management, datasecurity & Automating Salesforce Business process to meet the customer requirements

Professional Experience

- Current Organization : Hexaware Technology, Pune
- Working Since : January 2021 – Present
- Role : Salesforce Developer

- Previous Organization : Tata Consultancy services, Pune
- Worked from : July 2016 to December 2020
- Role : Salesforce Developer/ Salesforce Administrator

Profile Summary

- 5X Certified Salesforce Consultant with extensive experience working on Salesforce Configurations, Customizations, Deployments, and Rollouts.
- 6 years of experience in SFDC development using Apex classes, Apex Trigger, Batch Apex, Schedule Apex, Visualforce page
- Solid experience in Salesforce CRM Administration, and Development.
- Expertise in creating Lightning Aura components to accomplish complex client requirements.
- Experience in creating/customizing VisualForce pages.
- Experience in Report/Dashboard creation & customizations.
- Experience in writing Apex classes, Triggers, Batch classes, and Test classes.
- Expertise in customizing and implementing validation Rules, Lightning Flows, Workflow rules, Approval process, Process builder, Record type Assignment /sharing rules
- Experience in writing SOQL and SOSL.
- Hands-on experience on Aura components.
- Having knowledge about LWC.
- Worked on experience in Salesforce Custom Settings, custom metadata, Record Pages, etc.
- Experience migrating data using Data Loader, and Workbench.
- Worked on Salesforce Security Model including Profile level Permissions, Record Level Security (OWD, Roles, Sharing Rules, etc.).

- Involved in creating and customizing Email templates and configuring them to the email alert within the workflow rule for a standard/custom object.
- Experience working on Apttus CPQ configuration- Product Modeling, Product Migration etc.
- Experience working on Salesforce CPQ configuration for quoting, pricing etc.
- Worked in Agile methodology.
- Excellent communication and interpersonal skills, accustomed to directly interacting with clients in US/UK.

Certification & Achievement

Salesforce Certified Administrator
Salesforce Certified Platform Developer
Salesforce Certified Sales Cloud
Salesforce Certified Service Cloud Consultant
Salesforce Certified Platform App Builder

- Received Appreciations from **Client and Manager** many times for good work.
- Awarded with ACE of Award for Individual performance.
- Received 'Best Team Award' for outstanding contribution in the team work

Technical Skills

CRM	Salesforce.com CRM
SFDC Technologies	Apex Classes, Flow and Approvals, Process Builder and Workflow, Flows, Apex Triggers, Batch Apex, Schedule Apex, LWC, Aura.
Data Loader Tools	Apex Data Loader, Work Bench, Data Import Wizard, Salesforce Inspector
Salesforce	Sales cloud, Lightning Platform, Force.com
Tools - IDE, collaboration, Design and Testing	Workbench, JIRA, Apex Data Loader, Apttus CPQ, Salesforce CPQ

Qualification Details

- B.E. in Computer Science from Government college of Engineering –Jabalpur – 75%

Representative Engagements

Project – 1: Sales Cloud Implementation for leading global corporate payments company that helps businesses spend less by providing innovative solutions that enable and control expense-related purchasing and payment processes, it's a corporate service provider based out of America:

DESCRIPTION: An American company that provides fuel cards and workforce payment products and services. Their customers include businesses, commercial fleets, oil companies, petroleum marketers and governments in America, the Netherlands, Belgium, Germany, Slovakia, and various countries

Responsibilities:

- Implemented complex logic using Apex code to achieve client requirements by following Salesforce best practices.
- Implemented Apex Trigger to build the Dialer phone process- whenever the phone number is changing on the contact record that should be replicated on the primary Opportunity contact role
- Implemented Apex class that runs at the time of Sandbox refresh for removal of Permission set at the time of sandbox creation or refresh.
- Provided the optimized solution by converting class triggers to One trigger per object.
- Work on the Apex class – Getting data from the third party, Converted the values from currency to Text, and populating the data on lead and Account Object
- Optimizing the DocuSign Template assignment with custom metadata.
- Automation of creating Opportunity Team members on button click – calling Flow from the Apex class.

Project – 2: Sales Cloud Implementation for Leading fund administrator and corporate service provider based out of China:

DESCRIPTION: The Customer support issuers, lenders and investors with a comprehensive, customized range of fiduciary and administrative services in key financial centers. Sales cloud implemented to deal with opportunities, catering to lead conversions, Opportunity Management, managing data through report dashboard. Salesforce CPQ implemented to handle quote generation, handle custom pricing.

Responsibilities:

- Implemented complex logic using Apex code to achieve client requirement by following Salesforce best practices.
- Implemented Apex Trigger to process multiple child records on Insert/Update of parent record.
- Worked on Flows to achieve automatically create the reacted products based on the selection of the product categorization field also deleting the product from the child opportunity based on the specific criteria.

- Implemented complex Apex and visual force page to achieve the customized view to show all the related accounts and related opportunities of those account with the sum of all the amount of opportunity on the grant parent account.
- Implemented Batch class, flows, Process builder , apex trigger to achieve the complex requirement like –On the Child Opportunity need to show the dynamic picklist values , which included the Execution country from the parent's Opportunity product
- Implemented Process builder to create the Default product based on the selected of product Catalog on closing of child opportunity if there is no amount defined for the opportunity.
- Created Flow to delete the default product when opportunity is reopened.

Project – 3: Sales Cloud Implementation and Support for a large Biopharmaceutical Company based out of USA:

DESCRIPTION: It conducts clinical trials on behalf of its pharmaceutical clients to expedite the drug approval process. It is the one of the largest clinical research organization in the world. Salesforce Sales Cloud is implemented for their Agreement/Contract creation and approval process. Worked on Opportunity Management, Contract Management and Contract Plans.

Responsibilities

- Implemented complex logic using Apex code to achieve client requirement by following Salesforce best practices.
- Created various reusable Aura components to build back and forth review and feedback mechanism.
- Implemented Apex Trigger to process multiple child records on Insert/Update of parent record.
- Developed Batch Apex to send out bulk reminder Emails If status of the record was not changed for 7 days.
- Build Lightning flows to throw multiple validation in single page by creating flow screen before moving Contract to the next stage.
- Implemented Process builder for creating child record, calling flows and to send Email Notification.
- Worked on the setup of security/ sharing model in the environment by setting up various profiles, permission sets, sharing rules and role hierarchy to accomplish User management.
- Implemented Process builder for creating child record, calling flows and to send Email Notification.
- Worked on the setup of security/ sharing model in the environment by setting up various profiles, permission sets, sharing rules and role hierarchy
- Handled end to end Deployments using Change Set

Project – 4: Apttus CPQ implementation for a large Global Healthcare multinational based out of USA:

DESCRIPTION: The Customer manufactures medical diagnostic equipment. It develops Health technology for medical imaging and information technologies, medical diagnostics, patient monitoring systems, disease research, drug discovery, and biopharmaceutical manufacturing.

Apttus CPQ was implemented with Sales Cloud with Configuring new products (Bundle) set up structure like Portfolios, Pricelist, category, rules etc. and quoting the product so it can be

availed by users.

Responsibilities:

- Worked on Product Modeling to configure Bundles having multilevel Nested bundle.
- Created different type of constraint rules to make auto inclusion/Exclusion of product on cart page.
- Created rules to show validation on cart or show recommended product on selection of particular product.
- Created Price matrix and pricing rules to set discount on products based on criteria for different countries.
- Worked on product Migration using X-Author tool.
- Implemented price list item and price list setup to show list price of product on cat log page.
- Implemented multiple level of product category and created product commercial lifecycle records to setting up the product visibility on cart page.
- Developed Batch Apex to send out bulk reminder Emails If status of the record was not changed for 7 days.
- Implemented Process builder for creating child record, calling flows and to send Email Notification.
- Worked on the setup of security/ sharing model in the environment by setting up various profiles, permission sets, sharing rules and role hierarchy to accomplish User management.
- Implemented Process builder for creating child record, calling flows and to send Email Notification.
- Worked on the setup of security/ sharing model in the environment by setting up various profiles, permission sets, sharing rules and role hierarchy
- Handled end to end Deployments using Change Set.

Project – 5: Sales Cloud Implementation and Support for a large Global Healthcare multinational based out of USA:

DESCRIPTION: The Customer manufactures medical diagnostic equipment. It develops Health technology for medical imaging and information technologies, medical diagnostics, patient monitoring systems, disease research, drug discovery, and biopharmaceutical manufacturing.

Salesforce Sales Cloud was implemented for their Sales Operational effectiveness. Catering to Lead conversions, Opportunity Management, Management reporting etc.

Responsibilities:

- Understanding the client requirements and mapping them to Salesforce Sales Cloud technicalities
- Implemented custom logic for opportunity creation using Apex code.

- Develop Lightning Aura component to accomplish opportunity Lead conversion functionality to auto populate Account and Contact on conversion page or create new Account/Contact as per their need.
- Created Apex Trigger to Update Child records if parent's record gets updated.
- Implemented Batch class chaining to update bulk records and if records get updated then send email reminder to corresponding recipient.
- Worked to Process Builder, Workflow to update child record, send Email notification.
- Implemented Visual force page to show validation message

Project – 6: Sales Cloud and Service Cloud implementation and Support for Human Resource service (HRS) for a large and Fortune 100 Company based out of USA :

DESCRIPTION: The Customer primarily operates in four areas of business: aerospace, building technologies, performance materials and technologies and safety and productivity solutions.

Sales Cloud and Service Cloud was implemented which moved to an ongoing support and operations. My role was to raise cases from email and handling their escalations. Also assisting users for all defects and issues.

Responsibilities

- Automate process using process builder and workflows
- Worked on new implementation and modifications in triggers and classes
- Worked on Visual Force pages
- Worked on Salesforce configuration such as validation rules, workflows, process builders, app builder.

Personal Information

- Name : Kirti Nidhi Thakur
- Date of Birth : 7th July 1994
- Gender : Female
- Nationality : Indian
- Address : Madhya Pradesh
- Marital Status : Married
- Languages Known : English, Hindi

Declaration

I hereby, declare that all the above-mentioned information given by me is true and correct to the best of my knowledge and belief.

Kirti Thakur