RICHA JHA
SENIOR SALESFORCE DEVELOPER

PROFILE

- **7 years of IT experience** in Software Development Life Cycle (SDLC) involving requirement gathering, analysis, design, development, implementation, enhancement, testing, Support & debugging of Projects in **Salesforce technology**
- Have coordinated and worked with teams/clients/ Product Owners in both Waterfall and Agile Models.
- Good understanding of REST API, CSS, JavaScript, JSON.
- Ability to quickly adapt and learn, work in-groups as well as independently with minimum supervision.

CONTACT

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EDUCATION

B-Tech (2012 - 2016) –
M.K.S.S.S. Cummins College of Engineering for Women

School (2001- 2012) –
Kendriya Vidyalaya of various Cities (Completed 10th standard in 2010 and 12th standard in 2012)

SKILLS

Skill	Level
Data Management/SOQL	70%
Deployments/Sandbox	60%
Agile and DevOps	80%
Apex and Triggers	75%
Integration	60%
Designing and Test	75%
Sales Cloud	50%
Experience cloud	50%
Service Cloud	50%
Configuration & Security	80%
LWC	75%

WORK EXPERIENCE

ACCENTURE -Application Development Analyst (Aug 2016 - Dec 2019)
- Flexibly worked as a part of Support, QA, DevOps and Development teams.
- Worked on Workflows, Process Builder, Approval Process, Security model data import/export as a part of QA and Support teams to understand basic Salesforce Configuration.
- Imported external data and represented them in the form of dashboards using Einstein Analytics.
- Developed Apex Classes and Apex Triggers for various functional needs in the application. Designed LWC pages and REST API Class and Batch Apex, Schedule Apex, Test Classes and Deployments.

SALESFORCE - Senior Salesforce Consultant (Dec 2019 – Apr 2023)
- Worked directly with Banking domain clients to implement LWC UI along with integration with third party.
- Made recommendations to various customers for enhancements and modifications to improve system performance, efficiency, internal business process, Release readiness and reporting.
- Debugging issues in various aspects of Experience Cloud, Sales Cloud and Service Cloud like Live Agent, Digital Engagement, Omni channel, Service cloud Voice, Knowledge, Case management and Einstein Bots.

PwC - Senior Associate (Apr 2023 – Aug 2023)
- Worked on Project Enhancements, Bug fixes, change requests for internal projects.
- Worked and coordinated as a part of Agile teams alongside of Client Product owners and testing teams.