**Neha Prasad**

Email: prasadneha2903@gmail.com Mobile : +91 8904745702

Summary

Associate with 6+ years of total IT experience, holding a responsible and challenging position in current organization. 5+ years of relevant experience in Salesforce CRM as a developer.

* Having 6+ years of experience in IT industry.
* 5+ years of experience and sound experience in Salesforce CRM.
* Experience in Administration, Implementation and Support of Salesforce CRM.
* Designed and developed for Data Model, VF pages, Apex Classes and Triggers for various functional needs in the application.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Created the Validation Rules, Approval Process, workflows rules, Assignment rules etc.
* Created custom reports and dashboard.
* Hands on experience on Data Migration using data loader and workbench.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.
* Ability to work in tight schedules, mentor and team player with strong aptitude towards interpersonal communication with ability work in team and independently.
* Excellent Interpersonal skills, Communication skills, Documentation skills, problem solving ability. Analytical and Programming skills in High speed. Quality conscious & multitasked environment.
* Worked on the Conga Components.
* Worked on Vlocity Components.
* Knowledge of LWC Components.
* Knowledge of Agile Process.
* Knowledge of JIRA.

|  |
| --- |
| Experience Profile  |

* Working as a Sales Force Developer at Legato Health Technology LLP , Bangalore from October 2018, to till date.
* Worked as Software Engineer at Atos India Pvt. Ltd from December 2014 to October 2018.

**Technical Skills**

|  |  |
| --- | --- |
| Primary Skills | Salesforce. |
| Languages | Apex,JAVA |
| Tools  | Force.com IDE, Data Loader. |
| Operating system | Windows Family, Unix |

Academic Credentials

|  |  |  |
| --- | --- | --- |
| **Course** | **Institution** | **Year of Completion** |
| B.E. (Computer Science & Engineering) | Christian College Of Engineering & Technology,Bhilai | 2014 |
| H.S.C | Kendriya vidyalayachirimiri | 2010 |
| S.S.C | Kendriya vidyalayachirimiri | 2008 |

**PROJECT 1**

|  |  |
| --- | --- |
| **Technology** | Salesforce  |
| **Location & Tenure** | Bangalore |
| **Role** | Team member |
| **Duration**  | October 2018 to till date. |

 **RESPONSIBILTIES:**

* Worked on the User stories with different Business Requirement.
* Direct Communication with BA regarding any clarification on user story.
* Responsible for the configuration items like Workflows, Validations, profiles etc.
* Involved in the Deployment through AutoRabit.
* Worked on the Conga Query, Conga Template , Conga Button etc.
* Worked on Vlocity Omniscript,DataRaptor etc.
* Deployed the objects, its configurations and customizations to production environment.
* Conducted all kinds of data migrations using the import wizards, Data loader and

Work bench.

* Customized user interface to achieve desired functionality using force.com and APEX, Visual Force.
* Implemented Object & field level security and record level security and other security settings for multiple users.
* Designed and developed Apex Program, Apex Triggers for various functional needs in the application.

**PROJECT 2**

|  |  |
| --- | --- |
| **Technology** | Salesforce  |
| **Location & Tenure** | Bangalore |
| **Role** | Team member |
| **Duration**  | March 2016 to October 2018 |

 **RESPONSIBILTIES:**

* Responsible for the configuration items like Workflows, Validations, profiles, roles, layout designs, design and security settings, assignment rules etc.
* Deployed the objects, its configurations and customizations to production environment.
* Conducted all kinds of data migrations using the import wizards, Data loader and
* Work bench.
* Created Users, Roles, Profiles and security settings based on role hierarchy.
* Involved in User Administration.
* Expert in Administrative Tasks like Creating Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Reports.
* Customized user interface to achieve desired functionality using force.com and APEX, Visual Force.
* Worked on the Conga Query, Conga Template etc.
* Implemented Object & field level security and record level security and other security settings for multiple users.
* Designed and developed Apex Program, Apex Triggers for various functional needs in the application.

**PROJECT 3**

|  |  |
| --- | --- |
| **Technology** | DSX And GPS |
| **Location & Tenure** | Bangalore |
| **Role** | DSX and GPS developer. |
| **Duration** | March 2015 to February 2016. |

 **RESPONSIBILTIES:**

* Responsible for Troubleshooting and effective resolution of Production issues. .
* Bug fixing
* Made the new modification in the Tools.
* Deployment experience with the DSX Environment..
* Direct communication with end users.
* Worked flexibly in shifts.
* Knowledge of PL/SQL Script used in DSX.
* Knowledge of working with different kind of scripts in DSX and their order of execution.
* Forecast loading.
* Complete Application Knowledge.
* Knowledge of backend Procedure used in GPS.
* Technical Support.

Personal Details

Date of Birth: 29 March 1993.

Sex: Female

Marital Status: Unmarried

Languages Known: English, Hindi

 Sincerely,

 Neha Prasad