



VANSHITA AGRAWAL

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OBJECTIVE

3x certified Senior Salesforce Developer with 2.10 years of experience, focused on Application development in Agile environment seeking for an IT position to enhance professional growth and utilize the skills acquired. A proven track record of using excellent personal, communication and organization skills to deliver multiple projects, training freshers, conducting technical sessions and interviews. Team player with strong technical skills, excellent communication skills, technical acumen, high quality of work, driven and highly self-motivated.



EXPERIENCE

Senior Software Engineer | Persistent Systems

JULY 2018 – PRESENT

Worked in project which includes Sales, Service, and (LOS & LMS) domains.

- Worked on India's largest Salesforce project (IDFC First Bank) with a team strength of 400+ resources.
- Major implementations include Samsung Knox, Airtel Seynse, Automated Invoice Generation, SMS Implementation, Dealer Integrations.
- Roles performed include requirement analysis, effort estimation, code review, design, training, and implementation.
- Handled webservice Integrations with external systems.
- Handled deployment cycles.
- Ensured proper release and maintenance of modules.
- Test Classes and Unit Testing.
- Migration using change sets.
- Requirement analysis and documentation.
- Escalated unresolved issues to appropriate level.
- Proficiency in Troubleshooting, Identifying Problems and Developing Innovative Solutions.

Project Intern | Persistent Systems

FEBRUARY 2018 – APRIL 2018

Worked as an intern for Technical learning.

- Trained as a Salesforce developer, attempted and cleared Salesforce assessment tests.
- Delivered the assigned project within timelines.

Student Trainee | Wipro Limited

JUNE 2017 – AUGUST 2017

Worked as a trainee in Wipro for Technical learning and Industrial exposure.

- Trained as a Java developer, attempted and cleared Mettl tests.
- Delivered the assigned project within timelines.



SKILLS

- Full Salesforce lifecycle development
- Salesforce OOTB features
- Triggers, Batches, Schedulers, JSON
- Apex, Visualforce, Aura, Community, JavaScript, HTML, CSS
- Team player
- Excellent time management
- SOQL, SOSL
- REST API, Postman
- List Views and Reports
- Data Loader, Workbench, Tortoise SVN, Visual Studio, JIRA
- Documentation
- Interpersonal skills



CERTIFICATIONS & ACHIEVEMENTS

- Salesforce certified Platform Developer 1
- Salesforce Platform Developer 2
- High Five Award - 2019
- High Five Award - 2020
- Salesforce certified Administrator
- Bravo Individuals Award



EDUCATION

Bachelor of Engineering in Computer Science | Laxmi Narain College of Technology, Bhopal

AUGUST 2014 – MAY 2018



PROJECTS

NOV 2018 – PRESENT

IDFC First – INDIA / Team size: 400+

Website: <https://www.idfcfirstbank.com/>

Cloud: Sales, Service, Community

IDFC First Limited is a NBFC with multiple lines of business (LOB) for financial lending solutions. Each LOB uses different IT systems and business processes to run the overall business. Customer information is lying in different silos. The objective for introducing CRM is to provide a “single view” of the customer across the organization to all the stakeholders right from the first customer data entry into the system, movement of the customers case through various validation

processes, to the loan disbursal and ensuing customer lifecycle, thus, giving a “cradle to grave” information view of the customers association with IDFC First.

There are 14+ businesses under this project. With all these major products being migrated into SFDC from traditional system IDFC First enjoys a great benefit of Cloud Architecture and On the Go feature. IDFC First being into Financial domain needs various external webservices for the external data required for the data processing. It has integrations done with Posidex, Multibureau, TransUnion, SMS Gateways and many more.

Key Features:

- Available on cloud. Portal can handle multiple clients.
- Pluggable approach makes it easy to support new CRM.
- Highly configurable to handle multiple CRM simultaneously
- Highly scalable.
- Multiple Integrations.
- Multiple business support.

Job Responsibilities:

- Worked as a developer in a business called Consumer Durable under IDFC First project.
- Worked on CR, bug fixes and feedbacks.
- Attained daily stand up meetings to plan daily priorities and status updates.
- Involved in code reviews and in optimizing the implemented code/logic for specific functionalities.
- Involved in resource training.
- **Major Implementations** – Dealer Insurance Implementation, Brand Cashback Offer, Airtel Seynse Integration, Samsung Knox, Automated Invoice Generation, SMS Implementation, Dealer Integrations, Liveliness Check, UI-UX changes.



ACTIVITIES

- Photography