Ankita Shrivastava

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Career Objective

Seeking a challenging job where my skill set and acquired knowledge can be utilized for the growth of the organization thereby offering me professional growth.

Professional Summary

- Having 6 years of experience in IT industry
- Having 3 years of relevant experience in Salesforce.
- Working as an Application Development Senior Analyst in **Accenture Solution Private Ltd** from March 2015 to Till Date.
- **Salesforce Certified Administrator & Platform App Builder**.
- **Flosum Certified Professional**
- **Copado Certified Administrator**
- **Onshore experience** of 2 months at VF UK headquarters working directly with client team.
- Having knowledge of SDLC.
- Proven ability to work efficiently in both independent and team work environments.
- Ability to work in a complex, deadline-oriented environment.

TECHNICAL SKILLS

Skills: APEX , Visual Force

CRM: Salesforce, Siebel

Tools: Jenkins, BitBucket, Service Now, Data Loader, Mediation Zone, Customer Centre
          HP QC ALM , JIRA

Project Details

UNIFY-COX

Client   : COX
Duration   : May '18- till date
Role   : Salesforce Developer
Platform/Tools: Salesforce, vlocity , Pardot

Summary   **:** Cox Communications is an American company that provides digital cable television, telecommunication services in the United States

Responsibilities:

- Experience in Administration, Configuration, Implementation, Lightning and support experience with Salesforce platform.
- As a Salesforce admin managed user accounts by creating roles, profiles and user, security controls, personal information setup, password reset, updating company profile and Network access setup.
- Created custom objects, tabs, fields, page layout to satisfy the business requirements.
- Good exposure on 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 upon the organizational hierarchy.
- Worked with page layout (Detailed, Flexi, action) customization for the standard objects like account, contact and leads.
- Experience with salesforce Development including Triggers and Batch Apex.
- Implemented functionalities using Lightning components.

- Basic knowledge of Pardot & its integration with Salesforce
- Basic knowledge of vlocity, worked on Data Raptors, Integration procedure, Omniscript & document template.
- Developed Reports and Dashboards for weekly/monthly reviews. Involved in business process reviews.
- Issue debugging & solution analysis on existing functionality.
- Used various sandboxes for developing, testing, deploying customizations to the production instance.

Client Servicing:
- Communicated with different stake holders to identify critical areas.
- Direct Interaction with client regarding production issues.
- Handled Prod Support during Go Live .

New Co

Client   : Vodafone
Duration   : Mar '15- Apr '18
Role   : Associate
Platform/Tools : Mediation Zone(5.1 & 7.1), BRM System, Customer Centre , Seibel CRM, ALM

Summary   : Vodafone's key strategic goal is to improve customer experience and drive future business growth whilst reducing operational costs. This solution, to be delivered by the New Co Programme. NewCo was introduced in 2011 to maximize the CRM support for Vodafone prepaid & postpaid users. Later its scope was extended and new services were introduced providing customer support for fixed line, Broadband & TV.

Responsibilities:

- Well aware of Consumer type of customer segments practices in telecommunication industry.
- Understanding requirements & giving walkthroughs to client.
- Scripting done for E2E customer flow.
- Directly worked with client in VF UK headquarters.
- Preparing of scripts after an esteemed analysis of High Level Scenarios.
- Preparation of weekly & monthly status steering committee reports for leadership.

Client Servicing:
- Addressing queries of clients regarding functionality.
- Handled Prod Support during Go Live for Vodafone UK.

EDUCATION

- **B-Tech in Computer Science Engineering (CGPA 7.8)** from Oriental college of technology (Bhopal)

  2014 pass out.

PERSONAL DETAILS

Name   : Ankita Shrivastava
Fathers' Name   : Ashok Kumar Shrivastava
Date of Birth   : 30th January 1992
Marital Status   : Married
Languages Known   : Hindi & English
Passport   : Valid (S1659946)
Permanent Address : 11/2, Krishna-kunj Ajanta Talkies
                          Road, Ratlam (MP)-457001

DECLARATION

I hereby declare that details furnished by me are true and correct to the best of my knowledge.

Ankita Shrivastava