

## **LALIT BN SHARMA**

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### **Career Objective:**

To secure a challenging position, where I can effectively utilize my skills in contribution to the success of the organization as a programmer, possessing competent programming skills and I believe in hard work, which in my opinion is the only way to achieve success.

### **Technical summary:**

- Salesforce is an American cloud-based software. It provides customer relationship management service and also sells a complementary suite of enterprise applications focused on customer service, marketing automation, analytics, and application development.
- (Robot Process Automation). It's a process in which software application is developed that replicates the actions of a human being interacting with the user interface of a computer system.
- Knowledge of C.
- Object orientated programming concepts like inheritance, polymorphism, encapsulation, abstraction.
- Good knowledge of C++.
- Basic concepts of java.

### **Professional Experience:**

**1.TIETO, Pune Office-2<sup>nd</sup>** November 2016 till December 2017. Tieto aims to become customers' first choice for business renewal as the leading Nordic software and Services Company. Building on a strong Nordic heritage, Tieto combines global capabilities with local presence. Headquartered in Espoo, Finland, Tieto has around 14,000 experts in close to 20 countries. <https://www.tieto.com>.

#### **Software Developer.**

- I have been trained in **Salesforce CRM**
- I have been trained in **RPA blue prism.**
- I have worked with Salesforce team for 1.2 years and have created and automated various processes one of which includes automation of Service desk's incident handling, ticket handling, integration of various actors of the organization such as operation, HRMS, procurement, Finance etc. for different branches .
- Also done many customers project from Finland and Norway.

- I am also involved in documentation of the whole process and maintenance of the same.
- Trained on mainframe technology
- Have a done a POC in java which included core java.

### **Educational Qualification:**

Course	Institution	Year	Board/University	Percentage/CGP
B.E(Computers)	Vidyalankar Institute of technology, Mumbai	2016	Mumbai university	60.80%
H.S.C	R.J college, Mumbai	2012	Maharashtra State board of Secondary and Higher Secondary Education	77.17%
SSC	HBVM school, Mumbai	2010	Maharashtra State board of Secondary and Higher Secondary Education	88.73%

### **Projects:**

#### **B.E Project**

- **Project Title :**Android based app for location tracing using android programming.
- I have published the paper in **International engineering research Journals** (ierj).
- **Description:** Java Based Programming and use of SQLite

### **Projects**

#### **1. Ovako Process(salesforce)-**

This is the travel invoicing process developed in salesforce service cloud. Here we had to check that the invoice claim in pdf is same as the invoice updated in the system. The data was extracted from PDF, which was a selectable PDF. After comparison, we had to post the invoice.

#### **Role:**

In this my responsibility was as salesforce developer, where i had developed the SDD and other junior developer was working on the case. I had developed few bits and pieces of the process. I had delivered demos for the process and helped in deployment to production. In addition, helped the customer with UAT support. Involved in documentation like OID, ODI and SDD.

**2. Nordea VAM (Monitoring and Synchronising Servicenow tasks with JIRA)-**

This was in BluePrism. Where tickets in SNOW are monitored and similar tasks are created in JIRA for respective resources based on availability. Then reported to manager. This case is in up and running in production

**3. Service-Desk(Assigning new tickets)-**

In this, tickets are assigned to SD agents.

Reporting is done to the leads. This case is in up and running in production.

**4. Cash Collection Remainder Email for one of the leading optic fiber Nordics Company**

In this process based on the due date **Salesforce** used to send the remainder to the sales team, head of sales for follow-up with the customer. The email includes the total amount, total due amount, customer details and the sales information. Salesforce used to interact with different systems like Robots, Order plan (Invoicing System) and outlook. These remainders are sent on different frequency like 4<sup>th</sup> day, 8<sup>th</sup> day, 15<sup>th</sup> day and overdue report per sales manager on the month end to head of sales.

**Role:**

In this case I was involved for end to end processing. Where i was gathering the requirements from customer along BA. After this, I developed the SDD individually. I developed whole process in Salesforce. I had done Unit testing for the same. After getting the UAT confirmation from customer, I deployed the process to production. Involved in documentation like OID, ODI and SDD.

**5. Case Updation-**

This was in Salesforce where two web application were involved one is ICSMS and other one was Marek. In this process, data was received from Marek and cases were updated in ICSMS.

**6. Configuration Automation –**

This was the BluePrism process which involved automation of ICC module. This was the automation of products and Offers for the South Africa, Africa and Nigeria Countries. There were multiple environments where offers and products are created (e.g Production, UAT , DevTest , DevShared , Sandbox) .Initially the robot reserves the ID across all the environments and then configuration process is initiated.

- In addition, I have done many more projects and POC in Salesforce and BluePrism.

**Interesting domains:**

- Salesforce CRM including Apex, Visualforce
- SOQL, HTML 5,CSS
- Automation (Robot Process Automation).
- Automation Testing Tools such as **Selenium, Appium , Katalon Studio**.
- Object orientated programming concepts.
- Big data.
- Java.

**Extra-curricular activities:**

- Active participant in sports in schools and colleges.
- Have played 11 state level cricket matches for the club named Mumbai cricket club.
- Awarded for excellence in ‘English Editing’ for college newspaper THE COLLEGE TIMES,
- Member of THE COLLEGE TIMES.

**Personal Details:**

<b>Date of Birth</b>	: 22 <sup>nd</sup> October, 1994
<b>Languages Known</b>	: English, Hindi, And Marathi.
<b>Residential Address</b>	: C-106,Alpa park, Chirag nagar, Ghatkopar(W)
<b>Hobbies</b>	: Gym,Trekking, Fitness Activities, Sports.