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| Pooja Priti  Salesforce Developer | E-Mail ID: [pooja.jha.sona10@gmail.com](mailto:pooja.jha.sona10@gmail.com)  Mob no : +91-8274938325  Address: Flat no- C2, KPR Residency  Narayanpura, Mahadevapura, Bangalore-560016    Trailblazer url: <https://trailblazer.me/id/ppriti>  LinkedIn url: https://www.linkedin.com/in/pooja-priti-a355ba103 |

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# Professional Skills Summary: -

Working as **Software Developer** in IQVIA (Formerly IMS Health Analytics Services Pvt. Ltd), Bangalore with total 3.5 years of experience in Salesforce Configuration.

* Working Experience in Healthcare Domain.
* Working on Sales Cloud.
* Well versed in OCE (CRM Application-Sales).
* Approx. 3 months training on Mobile Intelligence (CRM application).
* Working experience of 1 year on Mobile Intelligence.
* Have worked on customization and configuration of Web based application, Window based application and iOS based application.
* Have good knowledge of Manual testing i.e., GUI, functional testing, sanity testing, regression testing, system testing and end to end testing.
* Working on OCE (Orchestrated customer engagement) CRM Sales application.
* Well versed with SFDC.
* Project Experience on design custom objects, custom fields, role-based page layouts, custom tabs, custom reports & Lightning App Builder, lwc, integration, SSO.
* Have good knowledge and working experience in SQL.
* Worked on Informatica Power centre.
* Experience in Data Load.
* Have knowledge of JIRA and Confluence.
* Have knowledge of GitLab, dtK, GIT Extension, Workbench, Informatica pwc.
* Worked on KOMODO ETL jobs.

# Assets:

* Possess good communication skills with an ability to grasp things quickly.
* Possess a very good analytical & logical skills.
* Good team facilitator with excellent interpersonal skills and has an ability to work in a team as well as an individual.

# Certifications:-

* Certified Salesforce Platform Developer I.
* Salesforce Development Training for Beginners-Udemy
* Certified OCE Sales Persona & Administration and Configurations.
* Development of Web applications from DIRAC BUSINESS SOLUTIONS PVT LTD.
* CORE JAVA from Aspire Vision Tech.
* C programming from Oriens Infotech Pvt Ltd.

# Work Experience:-

**Organization** : **IQVIA (Formerly IMS Health Analytics Services Pvt. Ltd), Bengaluru**

Designation : Software Developer

Period of Job : From November 2017– Till Date

# Technical Hands-On: -

Operating System : Windows XP/7/8, iOS 11, 12,13

Languages : SQL, C++, C, Core Java, JavaScript, SOQL

Internet Tools : HTML, Salesforce Workbench, Salesforce inspector, Informatica, GitLab, dtK, GIT Extension, KOMODO

Domain Knowledge : Health Care Data Science

# Project Profile: -

**Project** : MS Pharma

**Client Name** : MS Pharma (Algeria, Greece & Jordan)

**Duration** : January 2021- Ongoing

**Team Size** : 6

**Role** : Lead and Developer

**Project Description:**

The OCE Sales project comes with the application full of customized modules adapted to field users and managers as a solution within the pharmaceutical company. Pharmaceutical companies have a CRM which corresponds to their own business rules and processes. The application is fully defined according to user roles inside the pharmaceutical company. In this project we have used an Integration of two application OCEPersonal and OCEOptimzer. OCEP was totally dedicated for the configuration side whereas OCEO was completely designed for the data structure and hierarchy. We have configured SSO using Azure as well.

Environment: Sandbox, Dev, Partial Sandbox& Production

Responsibilities:

* + Changed configurations as per requirements asked by the clients.
  + Worked on all possible customizations to meet client satisfaction.
  + Performing self & peer reviews, Maintained the Smartsheet.
  + Involved in everyday scrum call meetings.
  + Involved in Client meetings.
  + Achieved the desired output in stipulated time.
  + Handled the project single handily with perfection.
  + Received recognition for immense contributions from the clients.

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**Project** : Apogepha

**Client Name** : Germany

**Duration** : October- January 2021

**Team Size** : 4

**Role** : Lead and Developer

**Project Description:** This project comes up as new OCE project. Under this project our aim was to make an application ready with all the requirements and enhancement requested by our client. Complete data load and OneKey load also has been taken care without any data loss. Here we followed JIRAs created and tracked over Kanban board for better tracking process. This project deals with creating custom objects, page layouts, lightning app builder, custom reports &dashboards, trigger, process builder & workflows and validation rules. For data, OneKey, Informatica pwc & Salesforce Data loader has been used.

Responsibilities:

* Changed configurations as per requirements asked by the clients.
* All the Data has been Loaded to OCE using Informatica Power Centre.
* JIRAs were created by the clients to address the new customization and once the development was done in one environment, it was deployed to GIT using dtK, Git Extension & GitLab.
* Worked on all possible customizations to meet client satisfaction.
  + Getting involved in everyday scrum call meetings.

**Project** : Santen

**Client Name** : Santen (Multi Country)

**Duration** : Jun 2020- September 2020

**Team Size** : 6

**Role** : Lead and Data Developer

**Project Description:** This project comes as a Migration of Santen from Mobile Intelligence to OCE (Orchestrated Customer Engagement) which is an application built on Salesforce. Under this project, our main aim was to do a complete configuration and data migration without any loss. It comes with all the MI functionality to be moved to OCE and if some functionality must be improvised, a JIRA ticket will be created and taken up by a developer to configure the same. It deals with creating custom object, page layouts, lightning apps, custom reports and dashboard, apex classes, trigger, process builder & workflows and validation rules. For the section of Data Migration, ETL tool KOMODO has been used to extract the MI data, transformed as per the baseline OCE and then loaded using Information power centre. Minor data were loaded with Salesforce Data Loaded or Salesforce Inspector, but major part was covered by developing informatica jobs for end to end coverage of data.

Responsibilities:

* Changed configurations as per requirements asked by the clients.
* Data has been extracted using KOMODO ETL tool. And transformed to be loaded in OCE.
* All the configurations and moved from MI to OCE.
* All the Data has been Loaded to OCE using Informatica Power Centre.
* JIRAs were created by the clients to address the new customization and once the development was done in one environment, it was deployed to GIT using dtK, Git Extension & GitLab.
* Worked on all possible customizations to meet client satisfaction.
  + Getting involved in everyday scrum call meetings.
  + Involved in Client meetings.
  + Trying to Achieve the desired client expectations.

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**Project** : DOMPE

**Client Name** : DOMPE (Albania & KOSOVO)

**Duration** : May 2020- June 2020

**Team Size** : 4

**Role** : Lead and Data Developer

**Project Description:** This project comes as a Migration of DOMPE from Mobile Intelligence to OCE (Orchestrated Customer Engagement) which is an application built on Salesforce. Under this project, our main aim was to do a complete configuration and data migration without any loss. It comes with all the MI functionality to be moved to OCE and if some functionality must be improvised, a JIRA ticket will be created and taken up by a developer to configure the same. It deals with creating custom object, page layouts, lightning apps, custom reports and dashboard, apex classes, trigger, process builder & workflows and validation rules. For the section of Data Migration, ETL tool KOMODO has been used to extract the MI data, transformed as per the baseline OCE and then loaded using Information power centre. Minor data were loaded with Salesforce Data Loaded or Salesforce Inspector, but major part was covered by developing informatica jobs for end to end coverage of data.

Responsibilities:

* Changed configurations as per requirements asked by the clients.
* Data has been extracted using KOMODO ETL tool. And transformed to be loaded in OCE.
* All the configurations and moved from MI to OCE.
* All the Data has been Loaded to OCE using Informatica Power Centre.
* JIRAs were created by the clients to address the new customization and once the development was done in one environment, it was deployed to GIT using dtK, Git Extension & GitLab.
* Worked on all possible customizations to meet client satisfaction.
  + Involved in everyday scrum call meetings.
  + Involved in Client meetings.
  + Achieved the desired output in stipulated time.

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**Project** : Viso

**Client Name** : Viso (Spain)

**Duration** : March 2020-May 2020

**Team Size** : 6

**Role** : Lead

**Project Description:**

The OCE Sales project comes with the application full of customized modules adapted to field users and managers as a solution within the pharmaceutical company. Pharmaceutical companies have a CRM which corresponds to their own business rules and processes. The application is fully defined according to user roles inside the pharmaceutical company.

Environment: Sandbox, Dev, Partial Sandbox& Production

Responsibilities:

* + Changed configurations as per requirements asked by the clients.
  + Worked on all possible customizations to meet client satisfaction.
  + Performing self & peer reviews, Maintained the Smartsheet.
  + Involved in everyday scrum call meetings.
  + Involved in Client meetings.
  + Achieved the desired output in stipulated time.
  + Handled the project single handily with perfection.
  + Received recognition for immense contributions from the clients.

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**Project** : Abbott IT

**Client Name** : Abbott (ITALY)

**Duration** : December 2019-March 2020

**Team Size** : 5

**Role** : Lead

**Project description:**

The OCE Sales project comes with the application full of customized modules adapted to field users and managers as a solution within the pharmaceutical company. Pharmaceutical companies have a CRM which corresponds to their own business rules and processes. The application is fully defined according to user roles inside the pharmaceutical company.

Environment: Sandbox, Dev, Partial Sandbox& Production

Responsibilities:

* + Changed configurations as per requirements asked by the clients.
  + Worked on all possible customizations to meet client satisfaction.
  + Performing self & peer reviews, Maintained the Smartsheet.
  + Involved in everyday scrum call meetings.
  + Involved in Client meetings.
  + Achieved the desired output in stipulated time.
  + Handled the project single handily with perfection.
  + Received recognition for immense contributions from the clients.

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**Project** : Sandoz IT

**Client Name** : Sandoz (Italy)

**Duration** : October 2019-December 2019

**Team Size** : 5

**Role** : Lead Developer

**Project description:**

The OCE Sales project comes with the application full of customized modules adapted to field users and managers as a solution within the pharmaceutical company. Pharmaceutical companies have a CRM which corresponds to their own business rules and processes. The application is fully defined according to user roles inside the pharmaceutical company.

Environment: Sandbox, Dev, Partial Sandbox& Production

Responsibilities:

* + Changed configurations as per requirements asked by the clients.
  + Worked on all possible customizations to meet client satisfaction.
  + Performing self & peer reviews, Maintained the Smartsheet.
  + Involved in everyday scrum call meetings.
  + Involved in Client meetings.
  + Achieved the desired output in stipulated time.
  + Handled the project single handily with perfection.
  + Received recognition for immense contributions from the clients.

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**Project** : BieGene

**Client Name** : BieGene (Multicounty)

**Duration** : September 2019-October 2019

**Team Size** : 6

**Role** : Developer

**Project description:**

The OCE Sales project comes with the application full of customized modules adapted to field users and managers as a solution within the pharmaceutical company. Pharmaceutical companies have a CRM which corresponds to their own business rules and processes. The application is fully defined according to user roles inside the pharmaceutical company.

Environment: Sandbox, Dev, Partial Sandbox& Production

Responsibilities:

* + Changed configurations as per requirements asked by the clients.
  + Worked on all possible customizations to meet client satisfaction.
  + Performing self & peer reviews, Maintained the Smartsheet.
  + Involved in everyday scrum call meetings.
  + Involved in Client meetings.
  + Achieved the desired output in stipulated time.
  + Handled the project single handily with perfection.
  + Received recognition for immense contributions from the clients.

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**Project : Pfizer BE**

**Client Name** : Pfizer Belgium

**Duration** : July 2019-September 2019

**Team Size** : 5

**Role** : Lead Developer

**Project description:**

The OCE Sales project comes with the application full of customized modules adapted to field users and managers as a solution within the pharmaceutical company. Pharmaceutical companies have a CRM which corresponds to their own business rules and processes. The application is fully defined according to user roles inside the pharmaceutical company.

**Environment:** Sandbox, Dev, Partial Sandbox& Production

**Responsibilities:**

* Changed configurations as per requirements asked by the clients.
* Worked on all possible customizations to meet client satisfaction.
* Performing self & peer reviews, Maintained the Smartsheet.
* Involved in everyday scrum call meetings.
* Involved in Client meetings**.**
* Achieved the desired output in stipulated time.
* Handled the project single handily with perfection.
* Received recognition for immense contributions from the clients.

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**Project : Orchestrated Customer Engagement (OCE)**

**Client Name : Adhera Therapeutics & Cerecor**

**Duration** : September 2018-Till date

**Project description**:

OCE is a new commercial technology solution that is purpose-built to align customer engagement activities, deepen trust between Life Sciences companies and their customers and increase organizational intelligence. It is a CRM application designed of salesforce.

**Role:** Developer

**Responsibilities**:

* Understanding the Requirements and Functional Specifications of the application.
* Doing customization as per requirements.
* Upgrading the version of OCE.
* Writing the Test Scenarios and Test Cases.

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**Project : Mobile Intelligence**

**Client Name : SaaS Multi Tenant**

**Duration : November 2017 – July2019**

**Team Size :11**

**Role : Developer**

**Project description**:

The Mobile Intelligence Solution comes with modules adapted to field users and managers within the pharmaceutical company. Pharmaceutical companies have a CRM which corresponds to their own business rules and processes. The application is fully defined according to user roles inside the pharmaceutical company.

**Environment:** Sandbox, Preview, Internal, Training & Production

**Responsibilities**:

* Changed configurations as per requirements asked by the clients.
* Worked on all possible customizations to meet client satisfaction.
* Preparation & Execution of Manual Scripts.
* Defect Logging, Tracking and Analysing.
* Performing self & peer reviews, Maintained the Review Log
* Supported the functional team during each release
* Received recognition for immense contributions from the clients.
* Involved in GUI, Functional, Regression testing, System testing and End to End Testing.
* Involved in Issues Tracking & Prepare Issue Report Document.
* Involved in weekly review meetings.
* Involved in Client meetings**.**

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**Academic Project:** **IMAGE STEGANOGRAPHY**

Duration: JUNE 2016 – February 2017

**Project description**:

IMAGE STEGANOGRAPHY where this application creates a stego image in which personal data is embedded and is protected with a password which is highly secured. The main intention of this project was to develop a steganographic application that provides good security. Java, Matlab.

**Academic Project:** **Payment Billing System**

Duration: Jan 2016-June2016

**Project description**:

An application developed for an institution having branches of their institution in different states and would be able to handle and manage the payment system of their institution. Java, servlets, jdbc, SQLyog, xammp, struts.

# ADDITIONAL EXPERIENCE & AWARDS

* Participation certificate in IEO.
* Participation certificate in EXORSA 4.0.
* Campus representative at mywbut.com.

# LANGUAGES & TECHNOLOGY

* C++
* C
* SQL
* Java
* HTML5 &CSS
* Java Servlets
* Struts
* SQLyog
* MATLAB
* SFDC
* JavaScript
* Informatica
* RADTOOL

# SUBJECT OF INTEREST

* RDBMS
* Networking

# Educational Qualification:-

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| **Education / Qualification** | **College** | **Year** | **GPA** |
| B.Tech (Computer Science & Engineering) | MSIT | 2013-17 | 7.92 |
| Intermediate | M.G.M.H.S.SCHOOL | 2011-2012 | 74.4 |
| Matriculation | B.I.V | 2010 | 9.4 |

# Personal Details:-

Father’s Name : Dinesh Chandra Jha

Date of Birth: 20th July, 1994

Gender: Female

Languages Known : English, Hindi and Maithili

# Hobbies:-

* Drawing
* Painting
* Listening Music
* Cooking
* Photography

# Declaration: -

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

**Place: Bangalore Pooja Priti**