**NAMRATA KEJRIWAL**

Associate Consultant

**Salesforce.com Developer and Administrator**

**E-Mail:** namratak4392@gmail.com

**Contact No:** +91-9079692710, +91-8952830890

**Professional Summary:**

* Over 4.5 plus years of experience in IT industry including more than 2 years of experience in salesforce.com CRM platform.
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Developed **Apex classes** using other platform based technologies like **Visualforce, Force.com IDE**.
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to the governor limits.
* Participated in all stages of **Software Development Life Cycle (SDFC)** i.e, System Analysis, Design, Development and Testing Expertise
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and **Report Folders**.
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Experience in using declarative features like **validation rules, workflows, approval process, sharing rules** automation for satisfying complex business process automations.
* Experience in implementing **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 permission based on the organizational hierarchy.
* A team player with strong work ethic, a positive attitude and ability to make the best use of individual resources. Committed to excellence, and a prudent developer with strong problem-solving, analytical skills and communication skills.
* Good experience in interacting with end users.

|  |  |
| --- | --- |
| **SFDC Technologies** | Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggerers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE |
| **Languages** | Core Java, APEX, peoplesoft |
| **Tools & Technologies** | Force.com Data Loader, Force.com Platform (Sandbox and Production), workbench, GIT, Jenkins, data mover, Putty, RemedyForce, Snow, winscp, adobe editor |
| **Operating systems** | Windows 7/10 |
| **Database** | Oracle, sql server |

**Technical Expertise:**

**Work Experience:**

**(1).**

* **Designation:** Associate Consultant
* **Application:** Field Service Lightning
* **Role:** Salesforce Developer
* **Company:** Infosys.
* **Team Size** - 6
* **Environment:** Salesforce service cloud
* **Duration:** Nov. 2019 to July 2020.
* **Description:** Working on the FSL managed package. Providing services to the customers who purchased equipment from the company. The system was tracking the technicians and work orders in the systematical way so that none of the service should miss out while keeping the track of working hours and service hours.
* **Responsibilities**:
* Having good experience on FSL package including managing permission sets, setting up work orders, scheduling service appointments, operating hours, timesheet management and all other basic concepts.
* Standard configuration activities like : creation of **field ,validation rule, profiles, permission set**, user creation and data load
* Maintained user **roles, security, profiles,** and **workflow rules** wherever necessary
* Validating and redesigning customizations, modifying existing **apex classes, triggers, workflows, process builders** & overriding custom button functionalities
* Story Analysis and client interaction for requirement gathering and further collaboration to resolve issues in various testing phases till production Go Live
* Provided robust solution to the bugs/prod INCs, implemented necessary code and unit testing.
* Worked on various Service requests and ensure to provide the solution before SLAs
* Understanding the application’s existing data model and modifying the same to as per the requirement
* Hands on experience of working with existing **test classes**/writing new test classes and increasing/achieving higher code coverage
* Preparation of design documents of various application based on gathered requirement.
* Used Data loader for data migrations to sales force.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Hands on experience of deploying changes using change sets and PR using GIT.

(2).

* **Designation:** System Engineer
* **Application:** Insurance Management
* **Role:** Salesforce Developer/Administrator
* **Company:** Tata Consultancy Services
* **Team Size** - 10
* **Environment:** Salesforce Cloud CRM
* **Duration:** Jun 2018 to Oct 2019
* **Description:** Business offers various types of insurance policies to its customers, so we have built an Application which help business in registering the details of policies and policy holders in Salesforce system.
* **Responsibilities**:
* Preparation of design documents of various application based on gathered requirement.
* Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Cases and Reports**
* Implemented **Web-to-lead** to track and solve leads from the website.
* Created different **Workflow rules and Approvals** for various campaign processes.
* Designed, and developed the **Custom objects, Validation rules, Page layouts, Custom tabs, Visualforce Pages** to suit to the needs of the application.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Used Data loader for **data migrations** to sales force.
* Performed detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **Visualforce, Force.com IDE.**
* Developed and configured various **Reports** for different user profiles based on the need in the organization.
* Created email templates.
* Extensively involved in Unit Testing using Test Methods.

(3).

* **Designation:** Assistant system Engineer
* **Application:** Banking and servicing
* **Role:** Peoplesoft developer and admin
* **Company:** Tata Consultancy Services.
* **Team Size** - 8
* **Duration:** May 2016 to May 2018
* **Description:** Citibank sector which provides wide range of Banking accounts, credit cards, lines of credit and services to the consumers.
* **Responsibilities:**
* Involved in SFDC application setup and customization to match the functional needs of the Company
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Prepared HLD for the projects.
* Provided robust solution to the defects/prod INCs, implemented necessary code and unit testing.
* Prepared Test Cases to test the developed code.
* Coordinate the team during development and Testing phase.
* Worked on forms and printing using adobe editor.
* Involved in maintenance and optimization of code along with debugging and issue fixing.
* Understanding functional Specifications and analyzing the requirements and communicating with client for requirement clarifications.
* Provided SIT, UAT and Production support by fixing issues raised.
* Worked on server issues by checking logs, behavior of server and reports.
* Worked on migrations related processes.
* Prepared various technical documents.

(4).

* **Designation:** ILP Trainee
* **Company:** Tata Consultancy Services.
* **Language** : Java
* **Duration:** Feb 2016 to May 2016
* Successfully completed **Initial Learning Program** in Java.

**Certifications:**

* Trailhead – 43s badges
* TCS Internal Certification – Salesforce admin , Core Java Developer, SQL

**Achievements:**

* Coordinator at social campaign for supporting the fitness event of TCS.
* Conducted the fitness week activities in TCS, Mumbai at the inter-branch level.
* On the Spot Award in April-2017
* Applause for Team Award in December-2018
* Special Initiative Award in March-2019

**Academic Details:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Examination** | **University** | **Institute** | **Year of Passing** | **Percentage of Marks** |
| B.TECH . | Rajasthan Technical University (RTU) | UNIVERSITY COLLEGE OF ENGINEERING, KOTA | 2015 | 65.31 |
| All India Senior Secondary  Certificate Examination | Central Board Of Secondary Education (CBSE) | D.A.V. PUBLIC SCHOOL, KOTA | 2010 | 73.20 |
| All India Secondary  Certificate Examination | Central Board Of Secondary Education (CBSE) | D.A.V. PUBLIC SCHOOL, KOTA | 2008 | 80.60 |

**Personal Details:**

Father’s Name : Girdhar Gopal Kejriwal

Date of Birth : 03-April-1992

Nationality : Indian

Gender and Marital Status : Female and Single

Languages Known : English and Hindi.

**Declaration:**

I hereby declare that all the information stated above is true to the best of knowledge and I hold sole responsibility for its authentication.

**Date:**

**Place: Pune (Namrata Kejriwal)**