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**Anju Mehta**

**Salesforce Consultant**

Email id:anju4290negi@gmail.com contact: **+91 -8194019496**

**PROFESSIONALSUMMARY**

6 years of IT experience specializing in Salesforce.com CRM Implementations. Expertise in Analysis, Design, Development, Administration, and Configuration. Skilled in Sales cloud and Service cloud, utilizing SFDC Development tools like LWC, Lightning aura components, Apex, batch, Trigger, and flows. Proficient in Integrations using Rest API. Experienced in Changeset and Flosum for Deployments. Strong problem-solving skills and proactive approach. Known for adaptability, creativity, and results-oriented mindset. Committed to making meaningful contributions and advancing organizational goals.

**Educational Qualification**

* Masters Degree – Science
* Bachelors Degree – Computer Science

**TECHNICAL SKILLS**

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|  | * *Force.com Tools-Apex Data Loader* * *Programming Languages-Apex* * *Java/web Technologies-CSS, Java Script, HTML* * *IDE-Force.com and VS code.* |
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**Project Details:**

* **VRS:** Earlier, CSR must go back and forth to check whether orders are placed for a patient or not and then they must check whether they are delivered to the proper route or not. They must connect with the transport team to check for that. So, we have developed a process where with Reservation button on case record, they can place the order and do the reservation for that order at the same time for DC because we are providing them the details about the dates available for delivery on that route from route planner integration.
  + Implemented LWC for order placement and getting the allowed dates for order placement processing.
  + Configured flows to capture user case details and send them to a third system to get the available dates for placing orders on different available routes.
  + Involved in building development strategy, discussion regarding user stories in different sprints, go-live & post-go-live plan for the project, which helps in smooth project release.
  + Managed the entire deployment process. Deployment is done using flosum.
* **Online Customer Service (RUSH):** Made the functionality to ensure that clients outside their organization will be allowed to place training orders for their clinic that are not assigned to any specific patient, and a doctor can approve or reject the prescription based on the patient information provided to them.
  + Developed Apex classes, LWC and Community as per business needs.
  + Involved in building development strategy, discussion regarding user stories in different sprints, go-live & post-go-live plan for the project, which helped in a smooth project release.
  + Helped my junior team members with Salesforce development and testing.
  + As our QA testing team members are new to our functionality, I used to track their work and helped them by giving KT developed functionalities to ensure proper testing is done by them**.**
* **Salesforce Sales & Service Order Implementation** :Fresenius is a global health care company dedicated to providing the most comprehensive care to people with chronic kidney disease, allowing them to improve their quality of life. The project focused on optimizing the workforce and streamlining order management processes to improve visibility into business operations, thereby improving user experience.
  + Developed Apex classes and trigger as per business needed.
  + Done the configuration and added validations to improve the order management process.
* **Sales Express:** Developed a process to improve user experience while filling the signing form.
  + Developer Aura component for creating Signing Forms related to Opportunities across all regions(USA,CANADA,EMEA,JAPA)
  + Added logic for checking deduplication of Accounts related to different regions.
  + Worked on Sales related process aligning with New/NPE/EPE opportunities.

Created flow (screen flow ) to track Expansion Effort with enhanced UI.

**Certifications**

* Salesforce Certified Administrator
* Certified Platform Application Builder
* Salesforce Platform Developer I
* Salesforce Certified Experience Cloud Consultant
* Salesforce Platform Developer II
* Salesforce JavaScript Developer I