Anita Parasharam Desai

Salesforce Developer

Phone: +918975427363

Email: anitapd1994@gmail.com

Trailhead Profile: https://trailblazer.me/id/anitad

LinkedIn Profile: linkedin.com/in/anita-desai-998051119

SALESFORCE CERTIFIED
Platform Developer I

Certifications

- ➢ Salesforce Platform Developer 1
- ➢ Salesforce Associate
- ➢ 201 CPQ Product Administration, Level 1
- ➢ CM201 Conga Composer Administration

PROFESSIONAL SUMMARY

- **Over 9 years of experience in IT industry including more than 3.5 years of experience in Salesforce CRM platform.**
- Experience in **Development**, **Implementation, Administration, Configuration** and **Deployment** of Salesforce CRM based on **Apex language**.
- Proficient Knowledge in **Salesforce Lightning UI, Lightning Programming**.
- Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features.**
- Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as expected by business requirements.
- Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to the governor limits.

- Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects**
- Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
- 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, dynamic 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.

SUMMARY OF SKILLS

SFDC Technologies	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Lightning Web Component, Visualforce Pages, Data Loader, Reports, Dashboards
Languages	APEX, Visualforce, HTML, Javascript
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production).

WORK HISTORY

- **Project Details 4:**
  - **Salesforce Developer at Wipro, Bangalore**
    - **Client:** Confidential (North America Client)
    - **Work duration:** March 2021-Present

    - **About Client:** Client is serving many customers in North America, is using Salesforce platform to maintain its huge data related to healthcare business. We have developed customized application as per the business needs. We have used many custom objects, automations and custom code in Apex, VFP in this project to maintain all the information like healthcare equipment's, customers, order, etc. details.

    - **Roles and Responsibilities:**
      - Worked on creating custom objects needed for business to maintain the necessary data.
      - Involved in gathering business requirements and analysed the business process of client.
      - Involved in implementing the application setup and data model required as per business needs.
      - Created custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
      - Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among the objects.
      - Created reports and dashboards to continuously monitor the data quality and assisting users with report design and management.
      - Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
      - Worked on assigning Role Hierarchy, Profiles and Security setup within the organization.
      - Implemented Field Level security for sensitive data holder fields.
      - Involved in end-to-end testing.
      - Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

- **Project Details 3:**
- ➢ **Siebel Developer and Siebel Admin at Wipro, Bangalore**
  - ➢ **Client:** Confidential (US Client)
  - ➢ **Work duration:** January 2020- February 2021

  - ➢ **About Client**: Client is the largest telecommunications company and the largest provider of mobile telephone services in US.

  - ➢ **Roles and Responsibilities:**
    - As a developer responsible for requirement development and delivers requirements within stipulated time.
    - Worked as a Siebel Developer on Procedure to load data into application.
    - Worked as Siebel Developer on various SIEBEL EAI projects, developed webservices, workflows and scripts.
    - Individually worked on Excel Macro development for data load into application.
    - As a 'Siebel Admin', worked on Repository Migration and admin tasks.

- **Project Details 2:**
- ➢ **Siebel Support Analyst at Wipro, Bangalore**
  - ➢ **Client:** Confidential (US Client)
  - ➢ **Work duration:** September 2018- December 2019

  - ➢ **About Client**: Client is the Healthcare equipment manufacturing company and the project is all about supporting Healthcare Order management application.

  - ➢ **Roles and Responsibilities:**
    - As a Support Analyst responsible for resolving daily incidents and service requests.
    - Worked on maintenance activity and Year-End activity.
    - Worked on P1-P2 incidents
    - Worked on Actuate repost change request.
    - Worked on ICS audit, daily reports, weekly reports.
    - Implemented SQL view for reports.

- **Project Details 1 :**
- ➢ **Siebel Developer at Wipro, Bangalore**
  - ➢ **Client:** Confidential (US Client)
  - ➢ **Work duration:** July 2015-August 2018

  - ➢ **About Client:** Client is a provider of document management technology, such as printers, photocopiers and multi-function peripherals (MFP) as well as related services.

  - ➢ **Roles and Responsibilities:**
    - As a developer responsible for developing the requirement with quality of code.

- Prepared high level and technical design documents.
- Involved in the end-to-end development, unit testing, system testing.
- Siebel EAI inbound and outbound interface design and development.
- Worked on Application customization and scripting.
- Worked on various data integration and data load projects using SIEBEL EIM.
- Worked on simplifying the OOB Territory Alignment process.
- Simplified the manual data loading process by using the 'EIM' automation and which excavated the entire manual efforts.
- Supported in receiving the issues and acknowledging the issue to users. Prioritizing errors and solving them on the estimated time.
- Solving the issues Daily, weekly and monthly basis for assigned task
- Provide guidelines to users on how to avoid reoccurrence of such issues.
- Documenting all the issues for future reference
- Reporting of Work status to senior consultant on daily basis.

PROFESSIONAL QUALIFICATION

- M. Tech from BITS Pilani University. (Internal to Wipro)
- Bachelor of Computer Science from Shivaji University, Kolhapur.