***PROFESSIONAL SUMMARY***

* 3+ year of Salesforce/Force.com and Lightning experience.
* Experience with Admin, Lightning Web Components, Apex Classes, Triggers and Visualforce.
* Experience in Salesforce customization, Custom Objects, Custom Apps, Page Layouts, Custom Tabs, Validation Rules, Roles and Hierarchy management and the other associated admin functionalities.
* Hands on experience of automating processes using Process Builder, Flow, Trigger depending upon the use cases.
* Handling Salesforce Admin, Profile, Roles, OWD and Permission Sets.
* Good expertise in Data Security, Reports and Dashboard.
* Good knowledge on DOTI, SFDC, SAP and Hybris.
* Has good exposure with end user interaction for business requirement discussion.
* Experience in enhancing Test Classes to increase Code Coverage and adding meaningful asserts to test classes.
* Experienced in JIRA platform.
* Experienced in writing Test Scripts, Test Plans, Documentation and creating Patch Notes and Release Notes.
* Experience in Sales Cloud and Salesforce CPQ.
* **Certification**
* Salesforce Certified Administrator
* Salesforce Certified Platform Developer 1

***WORK HISTORY***

|  |  |
| --- | --- |
| **Client** | **Duration** |
| Citirx | Jun 2021 – Present |
| Delta Faucet | Nov 2020 - Jun 2021 |
| Dormakaba | Feb 2019 – Sep 2020 |

***PROFESSIONAL EXPERIENCE***

**Client: Citrix Jun 2021 – Present**

**Role: QA Salesforce Consultant**

**Responsibilities:**

* Performed E2E validations on platforms like SFDC, DOTI, SAP Hybris & SAP FICA.
* Cross -platform testing on the Quote to Cash Functionalities implemented.
* Tested the support ticket on JIRA tool.
* Perform DOTI/CPQ Automation for creating Quotes using Jenkins.
* Coordinate with the developers to get the bugs fixed.
* Used Q-Test as the Defect Tracking Tool.
* Creation of Test-Data for SIT/UAT Phase.
* Workbook generation.
* Report Generation.

**Client: Delta Faucet**  **Nov 2020 – Jun 2021**

**Title: Sales Cloud & CPQ Support**

**Role: Salesforce Consultant**

**Responsibilities:**

* Requirement gathering and analysis of User Stories assigned.
* Enhanced existing Product Rules & Price Rules as per business requirements
* Created new Approval Rules (Salesforce Advanced Approvals) & modified existing Approval Rules to meet updated business scenarios
* Modified Quote Templates as per updated Order Form
* Fixed & enhanced Test coverage of failing Apex Test Classes

**Client: Dormakaba Feb 2019 – Sep 2020**

**Title: Salesforce Support**

**Role: Salesforce Consultant**

**Responsibilities:**

* Handling Technician Object.
* Onboarding and Offboarding of Users.
* Creating Reports and Dashboard based on the requirements.
* Providing access to users through permission sets based on requirements.
* Implementing Validations and Outbound errors on various objects.
* Creating Formula fields between parent and child objects based on requirements.
* Implementing various approval process using Process builder.

***EDUCATIONAL QUALIFICATION***

* Bachelor of Technology in Computer Science and Information Technology from Institute of Technical Education and Research (ITER), Odisha