

Ayushi Srivastava

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EDUCATION

Bachelors of Technology, Electronics and Communication

ABES Engineering College

12th Class(ISC), Science

IPEM International School

IN | June 2018 – Aug 2022

Percentage: 85

IN | July 2017 – June 2018

Percentage: 80

WORK EXPERIENCE

Accenture | Packaged App Development Analyst

IN | Dec 2023 – Present

- Developed 8+ custom Apex classes, triggers, and batch processes, automating critical business workflows and improving data integrity by 30%
- Developed and implemented batch classes to efficiently process and update 100K+ of records, ensuring optimized performance and system scalability.
- Redesigned and optimized 5+ workflow rules by converting them to Apex triggers, and migrated process builder automations to salesforce flows, resulting in 15% reduction in processing time and improved system efficiency.
- Utilized Einstein GPT to automate code generation and test class creation, reducing development time by 30% and improving code quality through AI-assisted workflows.
- Streamlined deployment pipelines by utilizing Git integrated with Azure DevOps, automating version control and continuous integration across Salesforce environments, reducing deployment errors by 25%.

Accenture | Packaged App Development Associate

IN | Aug 2022 – Nov 2023

- Managed 100+ user access and ensured data security by configuring user accounts, profiles, and permission sets. Designed and implemented 10+ advanced Salesforce configurations, including workflows, validation rules, and duplicate rules to support business requirements and optimize system functionality.
- Resolved 150+ L2 ServiceNow tickets, addressing user-reported issues and implementing preventative solutions, achieving a 20% reduction in ticket volume and improving user satisfaction.
- Monitored daily dashboard and report data, resolving potential issues before escalation, resulting in a 30% decrease in recurring support tickets and ensuring smooth operations.

ACHIEVEMENT

- **Salesforce Certified Professional:** Earned 1 **Salesforce Associate**, **Salesforce Certificate AI Associate** and **Salesforce Certified Administrator** credentials.
- **Advanced Salesforce Training:** Recognized as an Accenture Tech Expressway Merit holder for completing **Accenture Salesforce Training** with a score above 90%.
- **Accenture TeachLeap program:** Successfully completed the 1+ Accenture TechLeap program, leading to a fast-track promotion through demonstrated technical expertise.
- **DevOps Fundamentals Certification (AutoRABIT):** Completed certification in **DevOps Fundamentals** by AutoRABIT, gaining foundational knowledge of DevOps principles, practices, and tools.
- **Web Development Expertise:** Earned a 1st Coursera Certification in "Build Your Profile with HTML and CSS," demonstrating foundational skills in front-end development.
- **Technical Internship Recognition:** Successfully completed an internship focused on **Problem-Solving and C Language Project**, applying practical coding skills to deliver impactful solutions.

SKILLS

- **Salesforce Administration:** User Management, Security Settings, Data Security, Customization (Custom Objects, Fields, Page Layouts), Validation Rules, Reports & Dashboards, Automation Tools (Workflows, Process Builder, Flows).
- **Salesforce Development:** Apex, Apex Triggers, Batch Apex, Apex Test Classes, SOQL, SOSL.
- **AI and Automation Tools:** Einstein GPT.
- **Version Control & Deployment:** GIT (integrated with Azure DevOps for Salesforce deployment).
- **Tools:** Salesforce IDE (VS Code, Eclipse), Salesforce Inspector, Salesforce Developer Console, Data Loader, Workbench.