PALLAVI MR

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PROFESSIONAL SUMMARY:

- Over all having around 3+ years of experience in Software industry.
- Having 3 years of Experience in Application Design, Development and Implementation of broad range of Salesforce.com Applications and Salesforce Lightning.
- Hands-on experience in end to end flow of software development which includes Analysis, Design creation, Development, Testing and Support.
- Good experience on Salesforce Configuration, Customization.
- Extensive work experience in writing Apex, Lightning component, Triggers, Batch Apex.
- Good experience with various salesforce.com standard objects like Accounts, Contacts, Lead, Case, Opportunities, Task etc.
- Good experience using Salesforce Administration (SFA), Profiles, Permission Sets, Creating Roles, Page Layouts, Sharing rules, Validation rule, Queues, Workflows, Approval Workflow, Reports and Dashboards.
- Good Implementation experience using Custom objects, Triggers, workflows/ workflow rules, approval Processes, and Apex classes.
- Experience in Data migration using Import wizard, Data Loader & Workbench.
- Hands-on Experience on Lightning web component.
- Involved in Developing and good knowledge on Sales force object Query Language (SOQL) and Sales force Object Search Language (SOSL).
- Involving in Client meeting and implementing the process, based on the client requirements.
- Highly motivated team player with excellent communication, presentation, analytical, interpersonal skill willing to work in a challenging and cross platform environment.
- Involved in deployment using Workbench and Chain set.

PROFESSIONAL EXPERIENCE:

- Working as a Software Developer for **Kaiinos Geospatial Technologies,** from Sept 2021 to Till Date.

TECHNICAL EXPERTISE:

- Sales Force Technologies: Sales Force CRM, Apex, Trigger, SOQL.
- Sales Force Tools   :   Force.com IDE, Apex Data Loader, Force.com
- Programming Languages: APEX, Java, and JS.
- Web Technologies   :   HTML, CSS, XML.

EDUCATIONAL QUALIFICATION:

- B. Tech from Govt Eng. College KR PET (VTU), 2020, KR PET.

PROFESSIONAL PROJECTS:

PROJECT #1:

Project Name	**:**	**FRB CLM (Client Life Cycle Management).**
Role	**:**	Salesforce Developer / Administrator.
Period	**:**	Sep 2021 to May 2024.

Description:

CLM refers to Client Lifecycle Management which intends to manage the client base and convert them successfully into FRB Customers for their Private Wealth Mgmt. Products and Eagle Lending Products. As part of the engagement, PWM, CLM and Lending Team are working with Product Owners and pushing in related customizations to Salesforce Platform. When the customizations are pushed to QA/Prod, issues could be reported. We need to work with QA Testing and Production Team to understand the issues.

Roles & Responsibilities:

- Creating and configuring Custom Objects.
- Involved in designing Custom Objects, Custom fields, Validation rules, Relationships to the application requirement.
- Involved in implementing the design using Apex classes, Lightning components, Batch Classes.
- Created validation rules for performing data validations depending on the field values as per the requirement.
- Design and implementation on Flexi pages, Page layouts for profiles according to the request.
- Involved in creating and managing Workflow, Flows, Triggers, and Process Builders.
- Involved in debugging production issues, Bug fixes.
- Developing Workflow rules, Approval process and Validation rules to support business logic.
- Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application
- Involved in creating the Objects, Tabs, Fields, and Formulas.
- Worked on LWC components implementation from scratch and enhancements.

PROJECT #2:
Project Name :   **Verisk.**
Role   **:**   Salesforce Developer / Administrator.
Period   **:**   May 2024 to Present.

Description:

        For over 50 years, Verisk has been the leading data analytics and technology partner to the global insurance industry by delivering value to our clients through expertise and scale. They empower communities and businesses to make better decisions on risk, faster.

Verisk Business:

Underwriting Solutions : provides underwriting and rating solutions for auto and property, general liability, and excess and surplus to assess and price risk with speed and precision.
Claims Solutions : supports end-to-end claims handling with analytic and automation tools that streamline workflow, improve claims management, and support better customer experiences.
Property Estimating Solutions : offers property estimation software and tools for professionals in estimating all phases of building and repair to make day-to-day workflows the most efficient.

Roles & Responsibilities:

- Performed Salesforce administrative functions like user account maintenance, creating/updating profiles, rules, reports, dashboards, workflows, process builder, as well as use of data loader and other tools
- Worked closely with stakeholders like sales and service teams to set up/modify assignment rules, escalation rules, auto response rules, macros, queues, fields, objects, formulas, and enable live agent and email-to-case
- Provided/managed knowledge articles, content, and surveys
- Aid in implementing service packs, upgrades, and server changes
- Partner with different teams like sales, data, product, finance, and marketing to understand business/data requirements and build out development requirements, related processes, team training, and infrastructure to support operational needs like sales lead enrichment, pipeline management, forecasting, lead workflow, and analytics/reporting, etc.
- Designed automated processes to improve efficiency with scale and lean design
- Worked closely with acquisitions and subsidiaries to consolidate and migrate Salesforce instances, including demonstrations, understanding of business requirements, data reconciliation, cleanup, migration and import coordination from previous/existing system
- Maintain and manage data quality/integrity of Salesforce data through regular audits and maintenance
- Assist end-users in trouble shooting and provide hands-on support and training – aid in developing step-by-step instructions for new and enhanced functionality