

Experienced and results-driven Salesforce professional with 3+ years of combined expertise in Salesforce administrator and development support. Adept at designing and implementing robust solutions, providing top-notch user support, and ensuring the optimal performance of Salesforce platforms. Proven multi-tasker, independent worker and team player with multiple awards and achievements. Seeking a challenging role to contribute my skills and drive continuous improvement. Delivers a proactive, great work ethic and ability to function well in fast paced/ deadline-driven team environment.

WORK EXPERIENCE

Senior System Engineer

Infosys Ltd

01/2024 - Present

Gurgaon, India

Infosys Ltd is an Indian Information Technology MNC that provides business consulting, information technology and outsourcing services.

Salesforce Developer

- Salesforce Developer with 3+ years of experience in SFDC and Veeva CRM as a System Administrator, specializing in the Healthcare, Life Sciences, and BioPharma industries.
- Involved in project requirements analysis, design, and development. Managed JIRA user classes, Apex Batch, Scheduled Apex Interfaces, Triggers, SOQL, SOSL, Custom Tabs, and Custom Objects as per business requirements, also worked in CI ideas using Aura.
- Created Custom Objects, fields, and relationships; implemented profiles, Page Layouts, Validation Rules, Flows, and Apex Batch according to business requirements.
- Conducted regression testing in the sandbox environment using test scripts for existing and new modules.
- Analysed and improved the performance and efficiency of existing modules while collaborating with cross-functional teams for overall task success.
- Delivered owned tasks within agreed schedules and timelines, researching alternative approaches to solve problems.
- Recognized with the INSTA Award and received a client appreciation certificate for outstanding performance, with over 50 client appreciation emails.

System Engineer

Infosys Ltd

11/2021 - 12/2023

Gurgaon, India

Salesforce Administrator

- Salesforce Administrator with extensive experience working with custom objects, custom fields, picklists, page layouts, flows, Approval Processes, Validation Rules, Custom Reports, and Dashboards as per business requirements.
- Developed report types, reports, dashboards, and processes to continuously monitor data quality and integrity.
- Proficient in writing SOQL and SOSL queries; extensively used Data Management Tools such as Workbench, Data Loader, and Data Import Wizard.
- Managed Salesforce Securities, including Roles, Profiles, Permission Sets, Sharing Rules, OWD, and User Management.
- Executed data loads, set up and managed security, user permissions, password resets, break/fix instructions, and data access.
- Designed, created, and maintained user roles, profiles, hierarchies, and monitored application storage usage, archiving data daily.
- Handled over 700+ Veeva CRM application user requests and issues; good knowledge of Stratus Applications and user access management.

EDUCATION

B.Tech ECE

Muzaffarpur institute of technology, Muzaffarpur, Bihar

08/2017 - 08/2021

CGPA: 8.61

SFDC TRAILHEAD

https://www.salesforce.com/trailblazer/ arani54

Badges : 76

Super Badges : 4

Rank : Expeditioner

SKILLS

Salesforce Admin / Developer

Veeva CRM

Data Modeling and Management

Data Analysis

User Management

Process Automation

Problem solving

Reports and Dashboards

Data Security

SOQL/SOSL

Workbench, Data Loader

Flows, Validation Rules & Triggers

Apex Language/ Apex Class / Apex Trigger

Testing & Debugging

Lightning Web Component

Aura Component

Java

Service Manager tool

C/ C++(OOPs)

HTML / HTML5 / CSS

MySQL

MS Office

Basic Python

Project Management

Jira/Confluence

CERTIFICATES

Salesforce Certified PD 1 (Dec 19,2024) -

External Certification

Salesforce Certified AI Associate (June 30,2024) - External Certification

Infosys Certified Salesforce Administrator - Internal Certification

Infosys Certified Salesforce Platform Developer 1 : - Internal Certification

Infosys Certified Salesforce Lightning Web Components Developer - Internal Certification

Business Communication Level 5 - Internal Certification

INTERESTS

Travelling

Dancing

Music