Khushboo Khanna [Exp: 5+years]  

# Experience highlights

* Salesforce Certified **Administrator**, Salesforce Certified **Sales Consultant** ,Salesforce Certified **Developer** and **Advance Developer** having a total of 5**+ years** of hands on Development and Administrator Experience in Salesforce Customization, Configuration and Integration and Migration
* Having **2 years** of experience as Salesforce Project Manager.
* Working at **Compro Technologies**, Delhi on Salesforce Customization and product development as a team lead and mentor for trainees.

# SKILLS

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| **Technologies** | Java, Apex, Ajax, Java Script, JQuery, XML, XSLT, CSS3, HTML5 |
| **Salesforce** | **Apex Class, Trigger, Visualforce Pages, Components, Workflow, Approval Process, Data Loader, Batch Jobs, Field set, Custom Setting, Custom Page Layouts, SOQL, SOSL, Change set, Validation Rules, Sharing and Security Rules, Custom Objects, Custom Fields, Custom Tabs, Dashboard and Reports, Person Account, Email Services, Web services [ SOAP & REST], Salesforce1, Lightning Design System** |
| **IDE** | Eclipse |
| **Database** | Oracle, MySQL |
| **Process Worked** | **Scrum Process** (Agile Development Process) |

# Education

**Degree, Major :** B.Tech., Computer Science

# Relvant Projects summarys

**Client/Project :** N**ilkamal Plastics [2010 - Present]**

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| **Description** | Nilkamal is a "One Stop Shop for Material Handling Solutions" and offers a comprehensive product mix comprising of Material Handling Equipment ranging from Pallet Trucks to Stackers, Forklifts and all equipment required for the logistics industry which is growing at a rapid pace in India.  Nilkamal uses Salesforce.com for the automation of Sales Process so that they can use their Sales information like National – Regional – Branch level – Individual level Sales Reports, Call Reports, Sales Forecasts etc to increase their Sales Productivity and overall Business Visibility. |
| **Roles/Activities** | * Working as a Project Manager for NKL India, NKL Dubai & NKL Sri Lanka * Understanding product requirement and functionality and designing technical and functional documents. * Designing interactive, user-friendly and responsive interface using Visualforce, HTML5, CSS. * Code review, code optimization and quality assurance. * Writing complex Triggers, service handlers and batch apex classes. * Client communication * Middleware integration * Worked as core SFDC developer in this project. |
| **Technologies** | Apex Class, Trigger, Visual Force ,Force.com site, Workflow, Approval Process, Data Loader, Batch Jobs, Custom Setting, Custom Layouts, SOQL, Validation Rules, Sharing and Security Rules |

**Client/Project** : **Lakshmikumaran & Sridharan Attorneys [2016 onwards]**

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| **Description** | L & S Attorneys is using Salesforce to enhance efficiency of their organization by using CRM System that help them to manage leads, matter,clients, partners and track activities being performed. |
| **Roles/Activities** | * Working as a project Manager, taking sole responsibility of all tasks * Understanding requirement and functionality. * Configured Salesforce.com * Resolving user issues, Bug fixing, code optimization and quality assurance. * Handling client communication and meetings/training |
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**Client/Project** : **Fujifilm India [2015-Present]**

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| **Description** | FFIN is a pioneer in diagnostic imaging and information systems for healthcare facilities. Their clinically proven products and technologies are constantly evolving to help medical professionals perform more effectively and efficiently. FFIN uses Salesforce.com as a CRM solution for automating its Sales and Service processes. |
| **Roles/Activities** | * Working as Scrum Master of developers * Understanding product requirement and functionality and designing technical and functional documents. * Designing interactive, user-friendly and responsive interface using Visualforce, HTML5, CSS * Code review, code optimization and quality assurance. * Writing complex Triggers, service handlers, rest services and batch apex classes. * Client communication * Middleware Integration * Also worked as core SFDC developer in this project. |
| **Technologies** | Apex Class, Trigger, Visual Force,Comunities, Workflow, Approval Process, Data Loader, Batch Jobs, Field set, Custom Setting, SOQL, Validation Rules, Sharing and Security Rules |

**Client/Project** : **GIA [2014]**

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| **Description** | GIA believed in building a CRM system which will enable their Sales team to have visibility about their customers/guests, activities being performed by Sales team, track bookings made, and in turn be able to improve business productivity. GIA is currently using Salesforce to manage Sales process and track activities. Currently, GIA merges multiple daily reports generated in Salesforce and put them together in a predefined word format. |
| **Roles/Activities** | * Worked as core SFDC developer in this project. * Requirement gathering * Specially working on back-end to implement business logic using Apex language. * Designed interactive and user-friendly interface using Visualforce, HTML * Develop and maintain new Salesforce.com applications. * Configure Salesforce.com and Integrate with 3rd party tools as needed. (SMS Integration) * Map, migrate and integrate data as needed. * Create new fields and complex formulas. * Create and maintain new objects as well as new validation, workflow rules and approval processes. * Resolve user issues * Bug fixing and quality assurance. * Writing unit test cases to provide the required coverage * Writing complex Triggers, service handlers and batch apex classes. * Existing code optimization and bug fixing * Developing new features and modifying Existing features * Client communication |
| **Technologies** | Apex Class, Trigger, Visual Force, Components, Workflow, Approval Process, Data Loader, Batch Jobs, Custom Setting, Custom Layouts, SOQL, Validation Rules, Sharing and Security Rules |

**Other Major Salesforce Projects**

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| **Monsanto** | Monsanto implemented design changes and new functionality to its existing Salesforce.com org. This includes redesigning of the distributor accounts, enhancements to integration with SAP, generation of Account Statement pdf and changes to the Partner Portal navigation. I worked as a Developer independently to develop the Online Order Module. This module enables the distributors to submit order requests via the Distributor Portal. |
| **NITCO** | NITCO is among top premium tile companies in India manufacturing a vast portfolio of tiles. Implemented Salesforce to provide automated process for Sales process including Lead creation, Account, Opportunity, Inventory Management, Order Management, Complaint Management. These different modules needed a mixed category for customization & configuration. I handled the development part including Apex, Visualforce, Web Services, etc. |
| **Knowcross** | Knowcross develops next-generation technology solutions for the hospitality industry. They implemented Salesforce for Case Management, Customer Portal, extending Opportunity Management so as to have scalable, dynamic, intuitive and robust platform with enhanced functionality. Different types of custom Quotation was developed using Visualforce/Javacsript. |
| **ISBF** | The Indian School of Business & Finance (ISBF) offers a range of programmes across the spectrum of business and finance. Implemented Salesforce to enable their Sales Team to manage their Leads, Opportunities and Customer information. Integration with an SMS gateway to communicate with prospects, students and alumni was also implemented. Works as a Consultant and Developer. |
| **Other Projects** | Worked in multiple projects as a Project Manager – Ashbee, Netscribes,Bankai Group, VFS Global, Ebaco, Roam1, Intelenet Global. These were some of the Salesforce Implementation for Professional Edition. |

**Awards & Certification**

* Salesforce Admin 201 Certified
* Salesforce Dev 401 Certified
* Salesforce Advance Developer 501 Certified
* Salesforce Sales Consultant Certified
* Completed the Magic University Course for Magic xpi

# Extracurricular activities and interests

* Winner of Dance competitions at the national level cultural fest “ZEST- 2007”
* Successfully completed a module conducted by ORACLE UNIVERSITY under the name Introduction to Oracle9i.
* Driving, Cooking, Listening to Music

# Personal information

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| Date of Birth | 13th Dec.,1988 |
| Marital Status | Married |
| Permanent Address | B-55, Trikuta Hills, sector 62, Noida |
| Present Address | B-55, Trikuta Hills, sector 62, Noida |
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| Contact No | 8468035268 |