Ishani Nanda  
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**RESUME HEADLINE –** Experience as Salesforce Developer / Functional Analyst (Analysis, Develop and Solution design) for Salesforce Configuration & Customization.

**PROFILE SUMMARY –** IT Professional with 4+ Years of Experience in Salesforce.com Configuration, Force.com Customization, Enterprise Analysis, Business Analysis , Requirements Analysis and Documentation, Requirement Implementation & Communication , Basic integration knowledge, Salesforce1 implementation, Force.com IDE, Salesforce Development, Change-Set / Eclipse Deployment, Data Migration, Solution Assessment and Validation skilled in Salesforce.

**SALESFORCE EXPERIENCE** – Below activities handled & implemented for Salesforce Configuration & Customization as Salesforce Developer / Functional Analyst :-

* Experienced in working with client at offshore to map out their existing Business Processes to CRM Solution and providing system-based solutions that increase efficiency and reduce operating costs.
* Strong experience as Off-shore team member for Requirement analysis, development, Enhancement, code optimization and bug fixing during different testing phase.
* Good knowledge & experience working in teams implementing Waterfall Methodologies for project development.
* Experienced in Sales cloud management, Scoping Phase, Gap Analysis, Unit testing and Implementation Phase.
* Experience in Salesforce MVC architecture, Salesforce.com implementation cycle in Sales, Service and support modules.
* Created Data model like Custom objects, page layouts and Search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Experience in Salesforce setup menu, Static Resource, Document Configuration, Custom Application Development, SFDC Administration, User administration, Security control, Data Management, Email templates, Custom Tabs, formula fields, cross-object formulas, roll-up summary fields, custom profile, permission sets, record types, customize object queues, validation rules.
* Experience in data duplication prevention using demand tool & app exchange products as well data migration to Salesforce from Legacy Systems using Data Loader, Import Wizard and Excel Macros & Formulas.
* Experience in generating and analyzing custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators.
* Developed process enhancements through automations including Workflow, Process Builder, Approval Processes, Email to Case, Assignment Rules and Escalation Rules.
* Experience in Apex Email programming, Custom labels, Custom Setting, Translation Workbench, Apex Batch, Apex Schedule, Apex triggers, AJAX , Apex test classes, Visualforce Page, Apex Class and Client-Server applications.
* Knowledge on Salesforce 1 implementation.
* Experience in Salesforce Release Management / Deployment using Change set or force.com IDE and Monitoring (General, Jobs, and Logs) for Apex Scheduler.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**CERTIFICATION** – Salesforce Certified Developer (401)

**ACHIVEMENTS** – Got several Client appreciations at offshore as Analyst / Developer as well as awarded with Employee of the Month award.

**PRIMARY SKILLS** - CRM Management, APEX,SOQL, SOSL, AJAX, Sales and Service Cloud Implementation/Customization, Data Migration with Legacy System, Apex Trigger, Batch Class, Custom label, Custom setting, Translation Workbench, Visual force page

**SECONDARY SKILLS -** JavaScript, CSS, HTML, Informatica basics, Data Loader, Workbench etc. Operating System (Windows), JIRA, Service Now, Databases (Salesforce)

**SKILL PROCESS** – Requirement Analysis, Coordinate with on-shore team for Requirement Gap and Solution, trained team members, Task Management, Release Management and Deployment Management

**EXPERIENCE:-**

**Client**  **:** Lincoln Finance Group (LFG)

**Applications Name :** Retirement planning Solutions (RPS), LFG Advisor Recruitment Application, Lincoln Finance Distribution application

**Role :** Application Developer & Analyst

**Organization :** Cognizant Technology Solutions

**Environment :** Salesforce.com, Apex, Visual force, Data Loader, Force.com IDE

**Duration :** Nov 2014 to Till Date

**Project Description:**

Retirement application were the initial implementation of Salesforce.com for Retirement Plan Services, the delivery plan is to follow the “lift and shift” approach; this means that the functionality (in the existing iCRM/Saratoga application) will be “ported” to Salesforce.com using the SFDC service and/or sales modules.

Recruitment application is migrated from SalesLogix to Salesforce. Candidates who are recruited for Lincoln will be added to contact and associated to a default account. The project is split into modules and release got happened. Salesforce screens or Detail pages, Security configuration and sharing rule were the main component during solution design consideration for smooth functionality.

There was a percentage set for each candidate according the fields filled in contact. This percentage set from a contact trigger. Based on the percentage the status is updated as cold, warm, hot or closed and respective record type is associated. The contact is promoted based on the fields updated.  All Contacts is custom object used as snap shot to store few fields of contact. It’s updated or deleted based on the contact record.

Lincoln Finance application dealt with making enhancements to the existing Referral app by creating new record types, page layouts and workflow processes. There were also enhancements done in the form of customization of Salesforce activities.

Lincoln Change management application was responsible for Salesforce.com Case management functionality to address ticketing/ Issue management of Lincoln which was previously maintained by TrackIT System. User hierarchy model as specified by LFG implemented using Salesforce and the corresponding data imported from Caesar.

**Role and Responsibilities:**

* Worked as developer / Analyst on Salesforce.com configuration and force.com customization.
* Worked with Client & On-shore team for Requirement Analysis, Solution design, Requirement Gap Analysis and existing issue resolution.
* Import/Export Bulk data by Bulk Data using Apex data loader.
* Worked with team for implementing security and sharing rules at object, field and record level for different users at different levels of organization.
* Created workflows, approval processes, custom profiles, role hierarchies, and validation rules.
* Worked as developer for designing and developing visual force pages in Sales force, writing Scheduled Classes and Batch Apex.
* Worked on Creating Triggers and Apex Test classes.
* Worked on Reports and Dashboards based on requirement for provide detail information on key performance indicators.
* Worked on several release management using Change Set, Eclipse based on release schedule and business need.
* Maintain the Apex coding best practice for bug free delivery and same time guide / help the team members as well for the same.
* Create different triggers for different scenarios such as creating a custom object record when a new standard object record is created, updating a child field based on master field value change etc. as well as work on supporting tickets.
* Demonstrate the functionality to on-shore team for critical business requirement before presenting to client for smooth bug free delivery.
* Worked on basic Salesforce1 implementation.
* Worked on preparing unit test cases and also did the unit testing for developed application before assign to testing team.

**Client**  **:** Direct Energy

**Project :** DEB-HEM SFDC Implementation

**Role :** Application Developer & Analyst

**Organization :** Cognizant Technology Solutions

**Environment :** Salesforce.com, Apex, Visual force, Data Loader, Force.com IDE

**Duration :** Aug 2014 - Oct 2014

**Project Description:**

Direct Energy is the distributor of Energy: Electricity, Gas, Oil etc. It is associated with two pricing systems: Vera-Hedge and Genesis. Direct Energy wants to implement Salesforce CRM system-based solutions to increase business efficiency and reduce operating costs.

**Role and Responsibilities:**

* Worked as developer / Analyst on Salesforce.com configuration and force.com customization.
* Worked with Client & On-shore team for Requirement Analysis, Solution design and Demo.
* Worked with team for implementing security and sharing rules at object, field and record level for different users at different levels of organization.
* Created workflows, approval processes, custom profiles, role hierarchies and validation rules.
* Worked as developer for designing and developing visual force pages in Sales force, writing Scheduled Classes and Batch Apex. Also implement business solution using apex Triggers and write Apex Test classes for test coverage more than 90%.
* Worked on Reports and Dashboards based on requirement for provide detail information on key performance indicators.
* Worked on release management using Change Set, Eclipse based on release schedule and business need.
* Maintain the Apex coding best practice for bug free delivery and same time guide / help the team members as well for the same.
* Worked on preparing unit test cases and also did the unit testing for developed application before assign to testing team.

**Client**  **:** Ritter Communications

**Role :** Off-shore Developer – Salesforce Configuration & Customization & Analyst

**Organization :** Tech Mahindra

**Environment :** Salesforce.com, Apex, Visual force, Data Loader, Force.com IDE

**Duration :** Oct 2013 – Aug 2014

**Project Description:**

Ritter Communication is the biggest telecom operator in Arkansas. Ritter Communications is a full-service communications provider to offer a wide range of services for high-speed Internet, custom networking and virtual services to commercial cable TV, phone systems and phone services.

CPQ (Configure Pricing Quote) business solution implemented from SFDC to Metasolv& Vice-versa to increase the probability of closing Opportunities, improve order management, Product management, Account management and reduce its cost-of-sale & service to growth and customer centric value proposition. It also included migration of data from 3 Legacy systems to Salesforce.

**Role and Responsibilities:**

* Worked as developer / Analyst on Salesforce.com configuration and force.com customization.
* Worked with Client & On-shore team for Requirement Analysis, understanding the Legacy systems data staging and structure for migrating data (4-5 Legacy Systems) to Salesforce, Solution design, Requirement Gap Analysis and bug resolution.
* Export the data from Oracle and create the Business rules for data cleansing using VLookup / macro and did the millions data transformation form Account to Order into salesforce from Legacy systems using Apex data loader.
* Worked with team for implementing security and sharing rules at object, field and record level for different users at different levels of organization.
* Created workflows, approval processes, custom profiles, role hierarchies and validation rules.
* Worked on several release management using Change Set, Eclipse based on release schedule and business need as well Post deployment activities like validating FLS, Page Layout etc.
* Maintain the Apex coding best practice for bug free delivery and same time guide / help the team members as well for the same.
* Worked with on-shore team to verified data migration file before migrating to salesforce and after migration validate the data for smooth bug free delivery.
* Worked on preparing unit test cases and also did the unit testing for developed application before assign to testing team.
* Worked as Support analyst for functional & technical bugs fixing during UAT phase.

**Client**  **:** Cbeyond

**Role :** Off-shore Developer – Salesforce Configuration / Customization & Analyst

**Organization :** Tech Mahindra (Mahindra Satyam Pvt Ltd.)

**Environment :** Salesforce.com, Apex, Visual force, Data Loader, Force.com IDE

**Duration :** April 2013 – Sep 2013

**Project Description:**

Cbeyond is an organization, structuring telecommunication technology to a cloud computing CRM solution to centralize its business following several acquisitions. Business Solution implemented to transform existing business process into Salesforce.com, Quote management and Configuration of Service & Support Management as per the requirement through Custom business logic incorporation.

Interface solution implemented between Salesforce – Siebel for Account Management, Opportunity management, product management, different price structure and product bundling for customer management. Service Cloud solution also implemented for providing customer support on immediate basis using chatter etc.

**Role and Responsibilities:**

* Worked as developer / Analyst on Salesforce.com configuration and force.com customization.
* Worked with Client & On-shore team for Requirement Analysis, Solution design, Requirement Gap Analysis and bug resolution.
* Worked for implementing Salesforce setup menu, Static Resource, Document Configuration, Custom Application Development, SFDC Administration, User administration, Security control, Data Management, Email templates, Custom Tabs, formula fields, cross-object formulas, roll-up summary fields, custom profile, record types and validation rules.
* Worked on Reports and Dashboards based on requirement for provide detail information on key performance indicators.
* Extensively on Account, Opportunity and Quote for business solution. Also worked on several release management using Change Set, Eclipse based on release schedule and business need.
* Maintain the Apex coding best practice for bug free delivery and same time guide / help the team members as well for the same.
* Worked on preparing unit test cases and also did the unit testing for developed application.
* Worked on case management, entitlement as Support analyst for functional & technical bugs fixing during different testing phase.

**Other Projects –** Experience as developer/ functional Analyst for some internal projects like IORS (Intelligent object routing system call center application for automate process to choose best skilled person based on Skills, Skill expertise, Availability depends on working / business hours, workload and customer defined criteria for providing customer support for any help /issue. Functionality developed for Real-time workload monitoring, Staff utilization & threshold breaches, Predictive analysis & skills-mismatch reporting and Alerts on over utilization.

Worked on AT&T POC as developer for developing solution for a sales representative for being used on iPad, who needs to find the locations of customers, needs to find the availability of services to be provided to customers, show the updates on services being provided. Advantage of the application were by using this app, sales rep can see the newly raised issues by customers and can contact them.

**EDUCATION –** Bachelor of Engineering in E&C, 2011

**PERSONAL** – Language Known: English, Hindi

**Passport Number** - A02091911Validity till Aug. 2021