Divya

CERTIFIED SALESFORCE DEVELOPER

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💬 Trailhead

🔗 My Site

SUMMARY

Salesforce Certified Admin and Platform Developer

with over 2+ years of professional

experience in Salesforce and supplementary packages.

TECHNICAL SKILLS

Development skills	HTML, CSS, SOQL, SOSL, Apex, Visualforce Pages, Lightning Web Component, Integration via REST callout
API Tool	Postman, Workbench
Packages	Cloud Coach, Vlocity, CPQ
Administrator skills	In-and-outs of Configuration tools, Validation rules, Lightning AppBuilder, Flow Builder [Record triggered flow, Screen flow], Experience Builder, Report Builder
Deployment tools	Ant, Jenkins, VSCode, Workbench
Cloud	Sales Cloud, B2B Commerce Cloud, Service Cloud
Other skills	MS office suite

PROFESSIONAL AWARDS

- **ATCI NA Pinnacle Award**
  awarded by Accenture for FY'23,
  a half-yearly award to top performers, for working for clients in North America region.

- **Accenture Celebrates Excellence- Skills Star Award**
  awarded by Accenture for FY'22 Q4,
  for applying new IT skills and delivering 360' value to client.

CERTIFICATIONS

Accenture Stream Training in Salesforce	**Accenture**
Salesforce Certified Administrator	**Salesforce**
Salesforce Certified Platform Developer I	**Salesforce**
Cloud Coach Implementation Partner	**Cloud Coach**
Certificate in Professional and Life Skills	**Amity Online**
Certificate in Advanced Excel	**Amity Online**

PERSONAL SKILLS

- Engaging with the team to deliver value to the clients.
- Communicating with onshore leads.
- Doing POCs with required documentation.
- Presentation of different features or releases/Delivering KTs.
- On-Time Delivery of user stories.

PROFESSIONAL EXPERIENCE

Working on Sales and Service Cloud as Salesforce Developer.
- Optimizing and analyzing an incident with the solution document.
- Worked on flows: record triggered and screen flows. Migrating process builder and workflows to flows.
- Creating reports and dashboards as per client requirements.
- Connecting with client to get better understanding on the requirement and feasibility.

Worked on B2B Commerce Cloud as Salesforce Developer for initial stages of project.
- Creation of B2B store, working on experience builder.
- Building LWC components, querying data from apex controller class, using return of apex by JavaScript code and showing it to UI via HTML and experience builder.
- Worked on loyalty management.
- Deploying components using Workbench.
- Importing bulk data using Data Loader, Data Import.
- Creation of Einstein Bot and omnichannel for transfer-to-agent functionality.

Worked on Sales Cloud as Salesforce Developer using PPM tool Cloud Coach.
- Developed business requirements as part of user stories for our client.
- Engaging with Onshore lead to prepare a well formatted gathering data.
- Worked on managed packaged named 'Cloud Coach'.
- Provide Development, Unit testing, Technical Implementation, and Deployment as it relates to Salesforce.com Software and Systems.
- Worked on customization of Sales and Service applications using Apex classes, VF pages, REST API calls for Integration with a SAP and Oracle environment, and Test classes to increase the code coverage.
- Created initial setup like Connected app and testing callouts or webservice with Postman and Workbench.
- Ensure all changes are properly delivered into the steady state environment.
- Familiarity with business analysis techniques and methodologies to include User Stories, Use Cases, Requirements Gathering, Requirements Tracking, UAT, Unit Testing of User story.
- Worked on apex triggers and visual force pages with clean code and clear documentation.
- Worked on deployment of changes across environments using Ant migration tool and VS Code.
- Responsible for Identifying, debugging, diagnosing, and resolving technical problems, escalation, and tracking problems appropriately.
- Documented each user story with Business Configuration Document (BCD), Unit test document, Configuration detailing, Configuration workbook and Package of ant.

PERSONAL DETAILS

Date Of Birth	16-11-1998
Languages known	Hindi, English
Nationality	Indian

I do hereby declare the authenticity of all the information in my resume.