

# HARSHITA KHANDELWAL

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Senior Salesforce Consultant at Appirio India Cloud Solutions Pvt. Ltd. with 4+ years of overall IT experience in Application Software designing, development and maintenance. Experience in scope, design, testing and deployment and follow up on a multitude of strategic projects within Salesforce.com.

- Adept at all phases of SDLC, which includes Design, Requirement Analysis, Coding, Testing, Integration, Code Reviews, Implementation, Database Management, Maintenance and System Support as per the customer's requirements.
- Proficiency in Developing Apex Classes, Visual force pages, Triggers, SOQL
- Worked on Workflows and Approval processes in Salesforce
- Experience in Apex unit testing with governor limit
- Hands on Experience in Reports, Dashboards and Analytic Snapshots
- Worked on Web Services based on REST

## WORK EXPERIENCE

NOV 2018 – PRESENT

**SENIOR DEVELOPER**, DELOITTE USI

Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

DATES FROM – TO

**SENIOR SALESFORCE CONSULTANT**, APPIRIO

Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

## EDUCATION

2014

**B. TECH. (ECE)**, THE LNM INSTITUTE OF INFORMATION TECHNOLOGY, JAIPUR

POINTS: 8.64/10

## SKILLS

### SALESFORCE

- Apex, Visualforce
- Web Services
- C
- SOQL
- SOSL
- JavaScript
- jQuery
- Conga
- Drawloop
- NGOC Package
- Live Agent

### PLATFORMS

- Force.com
- Salesforce CRM

### ENVIRONMENTS

- Git
- ANT
- Data Loader
- Workbench
- Sublime Text
- Eclipse IDE

## CERTIFICATIONS

### CERTIFICATION

Salesforce Certified Community Cloud Consultant  
Salesforce Certified Service Cloud Consultant  
Salesforce Certified Sales Cloud Consultant  
Salesforce Certified Platform Developer I (PD1)  
Salesforce Certified Administrator (ADM201)  
Salesforce Certified Force.com Developer (Dev401)

### COMPLETION DATE

Mar 2017  
Nov 2016  
Jul 2016  
Jun 2016  
Sep 2015  
Dec 2014

## PROJECTS

### AMERICAN CIVIL LIBERTIES UNION

This is a NGOC Implementation for American Civil Liberties Union (ACLU). Worked as a developer to help ACLU achieve its stated program Objective by replacing it's legacy DonorDirect System with NGO Connect, KnowWho and Drawloop.

### TEAM LEAD, DELOITTE USI

Started working as a Developer and eventually took Release Management Responsibility and then started working as Team Lead.

### QBE NORTH AMERICA – CODE REFACTORING – SALES CLOUD (INSURANCE)

### LEAD DEVELOPER + DELIVERY, APPIRIO

Analyzed existing code to deal with Governor Limit exceptions and fixed the blockers. Provided complete code refactoring to optimize the performance as per the Appirio coding standards. Merged multiple triggers present on same object and thoroughly tested complete business flow on bulk test Data.

## **MOUNT SINAI HOSPITAL – NURSE CALLBACK SOLUTION – SERVICE CLOUD (HEALTH)**

### **LEAD DEVELOPER + DELIVERY, APPIRIO**

Developed a Nurse Callback Service Console Application that support Nurses as they reached out to patients after they are dismissed from a stay at the Mount Sinai Hospital. The application was based on Standard Salesforce.com Case management using Visual Flows, Visualforce pages, Apex classes and Apex triggers. Implemented Role based security (Role Hierarchy), Sharing settings (OWD) and permission sets to maintain data privacy of Hospitals. Provided user interactive reports and dashboards for nurses to keep a track on day to day surveys. Used Ant tool to deploy the resources and provided post deployment support.

## **ATHENA HEALTH INC. – PARTNER PROJECTS – SERVICE CLOUD (HEALTH)**

### **TECH LEAD, APPIRIO**

Developed a solution in Salesforce via Email to Case and Web to case to manage service activities (cases) for and related to athenahealth partners. This was developed to improve their already implemented process which was rigorous and less efficient. Created a public site to launch customized web to case partner support from which supports file upload functionality along with google captcha. Automated complex lead management process via trigger which was manual and time consuming. Provided live demo to clients on weekly scrum calls. Provided reports and dashboards to Athena team to keep a track on daily partner form submissions and other necessary details. Maintained Deployment and Design Documents along with the change sets and handed over to Athena team.

## **ANDERSEN CORPORATION – SALESFORCE1 MOBILE CONFIGURATION**

### **DEVELOPER, APPIRIO**

Implemented necessary configuration to enable Salesforce1 for Andersen Sales Organization and resolved the mobile app issues

## **ROBERT HALF INTERNATIONAL – FRONT OFFICE PROGRAM**

### **DEVELOPER, APPIRIO**

The project aimed at to create a Job Portal where the real field users can map jobs and candidates for different companies and perform all the related operations. This was one of the huge and complex project which has thousands of apex classes and more than 2 lakh lines of code. Resolved hundreds of issues and refactored code to fix the governor limits. Also, worked on Job Posting module for Robert Half International.

## **INTEL SECURITY – SALES & CHANNEL TRANSFORMATION PROJECT (SFDC SALES CLOUD)**

### **CORE DEVELOPMENT AND FUNCTIONAL TESTING, APPIRIO**

The Project Deals with Intel Sales Process including Lead Management, Territory Management, Partner Registration Process, Partner Specializations, Partner Program levels & certifications and lot more. Implemented Live Agent for this Account. Visited Onsite to Support Intel Team in System Integration Testing.