



Alok Singh | Emp ID : 00679816

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Location : PUNE, Maharashtra, India



## EXPERIENCE SUMMARY

**Dynamic , Quick Learner, Analytic Enthusiastic** offering over 2.6 years of experience in Detailed technical knowledge and hands-on experience of Force.Com, Salesforce Admin, Salesforce Developer, Apex, **virtual force, Oracle, SQL, PL/SQL, Salesforce.Com**, looking forward for a career in Database Development where I can exercise my expertise and knowledge that fosters quality, creativity and continuous learning.

### KEY COMPETENCIES

Leadership ♦ Client Support & Satisfaction ♦ Strategic Planning & Analysis ♦ Consumer Insights ♦

Statistics

Technical & Testing ♦ Force.Com, Salesforce Admin, Salesforce Developer, Apex, virtual force, Oracle, SQL, PL/SQL, Salesforce.Com, Experience -Application Authorization/Authentication/ Consulting- Agile Methodologies- Mobility Business Analysis

Functional ♦ Experience in Development, Automation, Testing, Product Life cycle Management/Matrix Applications/ Integration/Platform Modeling/ Business Process Management



## SKILL SET

Dec-2017 ▶ Oracle 10gR2 9Month(s)

Dec-2017 ▶ SFDC Business Marketing process 5Month(s)

Dec-2017 ▶ SFDC Business Sales and Service process 5Month(s)

Dec-2017 ▶ SFDC Coding 5Month(s)

Dec-2017 ▶ SFDC Administration 5Month(s)

Nov-2016 ▶ Telecommunications Management 1Year(s) 2Month(s)

Nov-2016 ▶ Telecom Testing 1Month(s)

Nov-2016 ▶ Core Java 1Month(s)

Nov-2016 ▶ Black Box Testing 1Month(s)

Nov-2016 ▶ HTML 5 1Month(s)



## TRAINED SKILLS

Mar-2017 ▶ SQL Server ▶ L2

Mar-2017 ▶ Perl Programming ▶ L1



## CERTIFICATION

20161008 ► ITIL V3 FOUNDATION CERTIFICATE

20140831 ► CDAC:DIPLOMA IN MULTILINGUAL  
COMPUTER PROGRAMMING

## WORK EXPERIENCE

Total Experience - 02 years and 05 months

**01/02/2017 - 21/12/2017 (ICO-VGR-MD-ONM\_TELARIX\_M)****Role:** DEVELOPER-L1**Domain:** TECHNOLOGY**Team Size:** 6

Skills	Duration
SFDC Business Marketing process	5Month(s)
SFDC Business Sales and Service process	5Month(s)
SFDC Coding	5Month(s)
SFDC Administration	5Month(s)
Oracle 10gR2	9Month(s)

**Description:**

"As a developer, you are responsible for development, support, maintenance and implementation of small to medium components of a project module. You should be able to work on problems of limited scope, through usage of standard software development concepts and principles. You should have good knowledge of programming language(s), and associated tools"

**Responsibility:**

Design datamart architecture for Business Online Reporting System Involved in the whole life cycle of the project.

Involved in table design.

Interacted with client to understand their requirements.

Plan and supervise the daily activities of the application support.

Unit and system Testing.

Creating logical and physical model.

Developing procedures, functions, triggers, views.

Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns and Custom objects as per client's need

Manage users, Public Groups, Profiles, and Roles within the Sales force CRM; this involved designating access to the applicable user within the role hierarchy

Performed Validation Rules, workflows, e-mail services and approval processes

Defined object and field level security

Skilled in Data Migration using Data Import Wizard

Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Sales force custom objects, Junction objects, master-detail relationships and lookup relationships.

Extensive experience in lead, case management, web-to-lead, Web-to case, Email-to-case

Designed various HTML Email templates for Auto-Response to customers

Skilled in generating custom reports and dashboards

Possess comprehensive understanding of CRM business processes like Campaign, Lead, Account and Case

Managements, Forecasting, and CallCenter

Proficiency in installing App Exchange applications

Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent

Communication and Problem solving skills

Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

Understanding of workflows and process.

Knowledge of SOQL, Visual force, Apex, Trigger, Test Class.



## 29/06/2015 - 11/11/2016 (TELSTRA)

**Role:** ASSOCIATE CONSULTANT

**Domain:** TELECOM EQUIPMENT

**Team Size:** 2

**Project Environment:** Telstra

Skills	Duration
Core Java	1Month(s)
Black Box Testing	1Month(s)
HTML 5	1Month(s)
Telecom Testing	1Month(s)
Telecommunications Management	1Year(s) 2Month(s)

### Description:

I am working as Associate consultant project name is Telstra. In Telstra we deal with CNET Customer. In our Cnet Team 2 person are here. We communicate with Australia Team if any issues. We know to handle Telecom Customer.

### Responsibility:

We have key responsibilities to handle this CNET, its a oldest project of Telstra So they have old and valuable Customer so its our prime responsibilities to make happy and delight our customer. In Team we took initiative to driving that. Make connectivity with Customer Through Call, Mail, And comm's to make happy and delight customer



## EDUCATION DETAILS

Education	Specialization	Year of Graduation	Institution
BE	OTHERS	2013	CSAU KANPUR