

DEEPIKA DAHANGA

Email: deepika.cse029@gmail.com

Phone: +91-7829288542

DOB: April 09, 1991



Objective

To work in a firm with professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as an engineer to grow while fulfilling organizational goals.

Work Experience

Production Support Specialist (10/2020- present)

[Philips India Pvt Ltd](#)

Responsibilities:

- Responsible for Remote Patient Monitoring applications (eCareCoordinator and eCareCompanion).
- Standing up an organization (in salesforce) for new customers.
- Creating new users in salesforce org.
- Configuring and customizing the salesforce org.
- Manage the technical delivery of custom development, integrations, and data migration elements of a Salesforce Implementation.
- Responsible for managing Salesforce user Profiles, Roles, Permission, custom objects and reports.
- Creating validation rules as per client's requirements.
- Manage system security using roles, profiles, permission sets and sharing rules.
- Exposure working and understanding of Salesforce functionalities like Objects, Data Loader, Data Import Wizard.
- Implement end user CRUD operation using postman.
- Configuring analytics(reports).
- Configuring Interface (EMR) and integrating it with our application.
- Responsible for Upgrading the organizations to the latest version.
- Support day to day business operations.
- Read Debug logs to Identify the issue.
- Debug Code to find the root cause of the issue.
- Identify software bugs and report it to development team through TFS.
- Work on tools such as workbench, inbuilt developer console for querying data(SOQL).
- Work on suremdm and 2net/qualcom to manage devices associated with the client's organization.
- Good Knowledge on Apex classes/Triggers.
- Knowledge on Lightning web components.

Production Software Engineer (09/2018- 12/2019)

[Cerner Healthcare Solutions Pvt Ltd.](#)

Responsibilities:

- Troubleshooting and analyzing basic technical coding issues, database table and query related issues submitted by internal or external clients.
- Involved in SDLC process by ensuring 100% JIRA delivery by documenting user requirement, changes and bug fixed from client's perspective in staging environment prior to deployment.
- Documenting all the processes and steps taken with the help of tasks maintaining high accuracy and computing implemented standards.

- Reading server logs in order to troubleshoot and find the root cause.
- Troubleshoot, debug code for functionality issues and report it to the development team as a defect with probable fix through JIRA.
- Make use of tools like: feature tracker, package tracker, scpview, putty in day in day out.
- Working hands on experience on Oracle and MySQL database.

Software Specialist (09/2017- 09/2018)

[eClinical Works Pvt Ltd.](#)

Responsibilities:

- Implementing EMR Application with Apache Tomcat6 on Windows.
- Performing Database Recovery on MYSQL Projects with help of SQL dump and binary logs for point in time recovery.
- Tuning the Windows Server as per Client requirement.
- Performing Database backups with the help of MySQL dump.
- Implementing Master to Slave replication on MySQL.
- Fixing Replication Issues on Live Production Support Environment.
- Developing and carrying out trainings for peers, new hires and customers.

Technical Solution Representative (01/2016- 06/2017)

[Hewlett Packard Enterprise \(DXC Technologies\).](#)

Responsibilities:

- Level 1 Engineer for the desk operating on issues related to internal HPE & Client applications.
- Establishing a trusted network between users around the world by communicating cases at desk level via mails and conference calls, to make sure a constant bridge of confidence is formed between users and IT.
- Troubleshooting on Microsoft office (Outlook, Word, and Excel), Business application, Internet Explorer, Share point & Share drive, VPN, Internet and intranet.
- Troubleshooting software issues on Java, configuring Emails on Mobile Phones like (Android, Windows, iPhone and Blackberry) through Mobile Connect Air Watch MDM Agent.

Technical Skills

- **Programming Languages:**
 - ✓ Java
 - ✓ Apex basics
 - ✓ SOQL
 - ✓ Python
- **RDMS:**
 - ✓ MySQL
 - ✓ SQL
- **Tools/IDE:**
 - ✓ Eclipse
 - ✓ Service Manager- SM9
 - ✓ SQL Yog
 - ✓ Postman
 - ✓ Visual Studio Code
 - ✓ Zendesk
 - ✓ eManager
 - ✓ Selenium

Certification

- Health Cloud Accredited Professional By Salesorce(02/2023- 02/2025)
- Salesforce Certified Platform Developer 1
- Salesforce Certified Platform App Builder
- Salesforce Certified Associate
- Salesforce Certified Administrator

- Certificate of Completion on Salesforce Developer Virtual Internship by SmartInternz In partnership with SmartBridge, Salesforce Partner and AICTE(May-July 2023)

Education

- **Bachelor of Engineering in Computer Science (71%)** (09/2010- 06/2014)
MVJ College of Engineering, Bangalore. (VTU)
- **High School (60%)** (04/2009- 03/2010)
Church School Beldih, Jamshedpur. (ICSE)
- **Matriculation (71%)** (04/2007- 03/2008)
Church School Beldih, Jamshedpur. (ICSE)

Skills & Competences

- ✓ **Comprehensive problem solving abilities.**
- ✓ **Good communication and inter personal skills.**
- ✓ **Quick learner and ability to adapt things fast.**
- ✓ **A zeal for learning.**
- ✓ **Team facilitator.**
- ✓ **Hard worker and result focused.**

Languages

- ✓ **English**
- ✓ **Hindi**

Interests

- ✓ **Software Development**
- ✓ **Cloud Computing**
- ✓ **Reality shows**
- ✓ **Reading**
- ✓ **Cooking**

