Name: **Hemlata**

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Phone: **+91-9695727826**

# PROFESSIONAL SUMMARY

* **2xCertified Salesforce Adm201 and PD1 with overall experience of 5 years in information technology including last 4 years with Salesforce CRM Admin and Support and Development.**
* **Responsible for maintaining the functional areas of data management, Implementing Service and Sales processes covering Cases, Leads, Accounts, Contacts, Opportunities.**
* **Having good hands-on experience with various Data management tools like Data Import wizard, Apex Data loader and Third-party data management tools. Well versed with implementation of Bulk Data Import/Export, Upsert and Mass deletion using various Data management tools.**
* **Extensive experience in configuring Salesforce.com CRM application by customizing standard objects, creating custom Objects, validation rules, relationships, apps, tabs, page layouts, profiles, permission sets, sharing rules, workflows, approval process, reports and dashboards, data loader.**
* Created workflow rules and defined related tasks, email alerts, and field updates.
* **Experienced with providing security controls to users by using Profiles, Roles, Permission Set and OWD Settings.**
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects for creating many to many relationships.
* **I have Knowledge of Agile.**
* **I have** Experience in lightning web component and aura component.
* Experience in Force.com Platform **Apex Classes, Apex Triggers, Batch Apex and PSA financial force.**
* **Knowledge AppExchange Platform.**
* Excellent work ethics, self-motivated, quick learner, and team oriented. Continually provided value added services to the clients through thoughtful experience and excellent communication skills.
* Experience in Sales Cloud, Service cloud, Financial Services Cloud.

# TECHINICAL SKILLS

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| --- | --- |
| **Salesforce.com Tools & Technologies** | Apex Classes, Visual Force Pages, Triggers, Batch Apex, SOQL, HTML, CSS Force.com IDE, Apex Data Loader, Dataloader.io, Workbench |
| **Operating System** | Windows NT/2000/XP/Vista, Windows Server 2000/2003/2008,2010, SVN Server. |
| **Tools** | Eclipse**,** Microsoft Visual Studio |
| **Databases** | Microsoft SQL Server |

# WORK EXPERIENCE

* Worked with Engibiz as a Salesforce Internship from Jan 2nd 2018 to 26th May 2019.
* Worked with raFT Consulting Pvt.Ltd.(Client-Magic Software) as a Software Engineer (Salesforce Admin & Support), Noida from 27/05/2019 to 31/03/2021.
* Working with **Wipro Private Limited** as a Associate Consultant (Salesforce Consultant), Pune from 27th Sept 2021 to Apr 14th 2023.

# EDUCATION QUALIFICATIONS

* **B.Tech (CSE) from** Harcourt Butler Technical University(HBTU)**, Kanpur, Uttar Pradesh**
* **Diploma(Electronic Engg.) from Govt. Polytectnic, Barabanki U.P.B.T.E.**
* **12th from B.V.M Kothi, Barabanki, U.P.Board**
* **10th from B.V.M Kothi, Barabanki, U.P.Board**

# PROJECTS PROFILE

**Project 3:**

Name of Organization: **Wipro Private Limited.**

Designation: **Salesforce Consultant**

Project Name: **Outokumpu**

Client: **Outokumpu**

**DESCRIPTION:** Outokumpu is the largest producer of stainless steel in Europe and the second largest producer in the Americas. Outokumpu also has a long history as a mining company, and still mines chromium ore in Keminmaa for use as ferrochrome in stainless steel.

**RESPONSIBILITIES:**

* I have created lightning component with lightning web component and that component I have used different pages based on client requirement like **App Page**, **Home Page**, **Record Page**.
* I have written batch apex class and used that batch class in our project.
* I have implemented Data Migration aspect of the Projects Focused on Data Analysis, Data Mapping, data modelling, and Data Migration using Launch Box Methodology.​
* Experience in developing UI, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules
* Implemented Web-to-Case, Email-to-Case functionalities to provide better customer support.
* Implemented pick lists, dependent picklists, lookups, junction objects, master-detail relationships.
* Created Fields and objects as per requirement and worked on security settings of salesforce.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts
* Taking ownership of self-service tickets and support the user with their technical questions, problems with complete adherence to SLA.
* Designed and implemented various Visual Force pages as per company for different needs in the function
* Uploading bulk data through data loader.
* Work on Trigger.

**Project 2:**

Name of Organization: **Wipro Private Limited.**

Designation: **Salesforce Consultant**

Project Name: **Microfocus**

Client: **Microfocus**

**DESCRIPTION:** Microfocus: UK based software provider company​

**RESPONSIBILITIES:**

* Good Experience in leading complex projects - Like MFI.​
* Worked on customizing custom fields, page layouts, workflow, validation rules, and formula fields for Account, Contact objects.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Developed Visual force page using the extension controller according to the client’s requirement.
* Developed SOQL and SOSL queries to get data from different related objects.
* Uploaded bulk amount of data into salesforce through Data Loader.
* I have implemented Data Migration aspect of the Projects Focused on Data Analysis, Data Mapping, data modelling, and Data Migration using Launch Box Methodology.​
* Experience in tools like DBAmp, Data Loader, Workbench, SQL Server Management studio.​​
* Worked in Version controlling using GitLab.

**Project 1:**

Name of Organization: raFT Consulting Pvt. Ltd. (Client-Magic Software)

Designation: **Software Engineer (Salesforce Admin & Support)**

Project Name: **Stericat Gutstrings (P) Ltd**

Client: **Stericat**

**DESCRIPTION:** Stericat Gutstrings (P) Ltd has a wide portfolio of products that are equipped with the latest innovative and superior technology. Stericat Gutstrings (P) Ltd deals primarily in three verticals i.e. Gastrointestinal, Respiration & Surgical divisions and contribute to the medical society with state of the art product categories that includes, Endotherapy devices in Gastrointestinal & Respiratory range whereas Surgical division includes High definition imaging system and Energy products to deal with General Surgery, and Urology field.

Stericat has always been a leader in the market for its innovative technologies, thus helping the society with the best in class quality, vast after sales services network to create a great value for money for each user in India.

**RESPONSIBILITIES:**

* **Serve as primary system administrator and Developer for the Salesforce.com environment with 700+ users**
* **Handle all administrative and Developer functions including user account maintenance, reports and dashboards, workflows, Apex, Trigger and other routine tasks.**
* **Developed Lightning component and used on App pages, Home pages and Record Pages.**
* **Taking ownership of self-service tickets and support the user with their technical questions, problems with complete adherence to SLA.**
* **Answer technical questions, solve technical problems, and suggest appropriate Workarounds related to supported applications.**
* **Co-ordinate with Developer and BA when it’s required to provide great support experience to end users.**
* **Take part in Production bug fixes and new deployment**
* **Participate in weekly calls with Operations and Vendors**

# PERSONAL INFORMATION

Date of Birth: 17th July 1994

Marital Status: Single

Languages Known: English, Hindi.