



**PRASHANT CHADHA**

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**Certificate Number: 10265843**

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## PROFESSIONAL SUMMARY

Detail-oriented Salesforce Professional with 6.5 years of experience. Comprehensive knowledge of software development lifecycles. Capable of designing, configuring, customization and testing software on Salesforce CRM. Experienced in working with clients and having excellent analytical and documentation skills.

## WORK EXPERIENCE

**American Express**

**March 2017- Present**

**Working as a Sr. Process Manager (Salesforce Admin SME).**

**Product: Merchant Force**

**Description:** Primary CRM Tool to enhance sales team productivity globally by driving critical business functions like sales lifecycle management, Account setups and servicing.

### **Roles and Responsibilities:**

- Works on Agile methodology. Higher collaboration with daily stand-ups, chatter, IM, WebEx.
- Software Development – minor coding in the required platform and language, configuration in the required platform, debug system issues under steady state.
- Requirement gathering in governance meeting, refining the user stories and attending daily stand-up calls with product owners and scrum master is also a part of my job.
- Bringing in new ideas, doing enhancements, process automation/improvements on Salesforce platform including both configurations and customization.
- Consulting and developing business solutions following agile methodology for our internal business partners / stake holders on SFDC platform.
- Train and mentor the support team on both functional and technical grounds.
- Review apex classes, VF Pages, Triggers for debugging issues.
- **Technical Documentation** – test cases, functional specification, technical specification & high-level design.
- **Communication** – working with Product Owners & AET to understand priorities and setting the right expectations for deadlines, status reporting.
- Created the **Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.**
- Experience in **Workflows & Approval process, Process builder and Visual Workflow, Lightning flow builder, custom metadatatypes.**
- Implemented **security and sharing rules.**
- Good experience of **Apex Programming, Lightning, Visual Force Pages, Triggers, Batch Classes, LWC.**
- Good knowledge of deployment tools like **IntelliJ, Git, source tree, bit bucket** and have worked on end to end deployments.
- Experience on Force.com IDE, Data Loader, Import Wizard, and Sandbox environments.
- Good knowledge in Salesforce **CRM fundamentals, Sales Cloud, Service Cloud, Chatter** in Salesforce.

**Project #2**

**Client** : GE Corporate  
**Role** : Salesforce developer

**Responsibilities:**

1. Administration, Configuration, Customization, Migration, Implementation and Support of the client's organization.
2. Developed Triggers, Visual Force Pages/Controllers/Components/Controller Extensions.
3. Involved in requirement gathering, and client interaction for resolving issues and providing solutions as per the requirements.
4. Work Summary/Skills as below:
  - Good experience of Apex Programming, Visual Force Pages, Triggers, Custom Objects, Standard Objects, Custom Settings, Email Templates.
  - Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.
  - Experience in Workflows & Approval process, Process builder and Visual Workflow.
  - Involved in Unit Testing and Test Coverage for triggers and classes.
  - Experience on Force.com IDE, Data Loader, Import Wizard, and Sandbox environments.
  - Implemented security and sharing rules.
  - Good knowledge in Salesforce CRM fundamentals, Sales Cloud, Service Cloud, Chatter in Salesforce.

**Project #1**

**Project Name** : GENESIS - PS Tech Production Support  
**Client** : GE Corporate (U.S.A.)  
**Role** : PeopleSoft Admin

**Responsibilities:**

- Direct interaction with client in handling escalated issues
- Creating and executing the RCA (Root cause analysis) plan
- Maintain Non Production Instances for different applications
- Applying Tax Updates, fixes and maintenance packs
- Exporting and importing of data via PeopleSoft data mover
- Setting Report node configuration
- Perform Post Refresh Activities like IVTs i.e. Instance Verification Tests
- Perform Database Reduction and Full DB Compares
- Migrating projects across environments using Application Designer and CAPI tool
- Troubleshooting application server, web server and process scheduler issues in a timely manner
- Handle developer queries through OSCOR tickets
- Compare Externals using Beyond Compare
- Create PIA users and grant necessary access
- Reconfiguring, cache clearing and bouncing PeopleSoft applications

## TECHNICAL SKILLS

- Salesforce CRM customizations- Apex/ Visual Force Pages/ Triggers/ Test Class
- Salesforce CRM configurations – Workflows/process builder/approval processes
- Microsoft Office applications: Word, Advanced Excel, PowerPoint
- ERP: PeopleSoft HCM 9.1, 9.2, PS CRM 9.1, PS FSCM 9.1
- IDE : Force.com IDE, Eclipse
- Others: CAPI, Beyond Compare, MS Office, DocuSign, DocGen

## ACHIEVEMENTS

- Received **VP** Award at American Express for contributing in driving the key team goal of reducing the continuous delivery team backlogs.
- Received **NFS Most Wanted** American Express customers and for delivering effective work at American Express.
- Received **Golden Gloves** Award twice at American Express for completing major projects like refund request and initiative tracking.
- Received Model of the Month Award twice (July 2014 & May 2015) from GE
- Received Star Synergy Team Award (Team of the Quarter – Q1 2015) for contributions as a Team Member to GENESIS – PS Tech Project

## EDUCATION

- B.Tech (CS) from BHAGWAN MAHAVEER Institute of Technology and Management, MDU in 2013.
- 12th, C.B.S.E. from Kendriya Vidyalaya, New Delhi in 2009
- 10th, C.B.S.E. from Kendriya Vidyalaya, New Delhi in 2007

## PERSONAL DETAILS

**Date of Birth** : 29<sup>th</sup> March, 1991  
**Mother's Name** : Mrs. Meenu Chadha  
**Father's Name** : Mr. Ashok Chadha  
**Interests and Hobbies** : Cricket, Movies, PC Games and Teaching.

## DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

**Place:** Delhi

**(PRASHANT CHADHA)**