

# Mayank Anand

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## TECHNICAL SKILLS

**Programming:** Python (TensorFlow), Java, JavaScript, C, C++, HTML, CSS, node.js, AURA, APEX ,Angular

**Technology:** VEEVA CRM, SALESFORCE, DevOps Jenkins

## EDUCATION

Education	Institution	GPA/Percentage
B.E.	BNM Institute of Technology	72%
12 <sup>th</sup> (CBSE)	MGM Higher Secondary School	83.6%
10 <sup>th</sup> (CBSE)	The Jaintpur Public School	9.6

## WORK EXPERIENCE

### Viatrix

Dec 2022 – Currently working

#### Assistant Manager (Veeva Development)

- Worked on Creating batch classes, triggers, lightning components on salesforce
- Works involve requirement gathering with Business and working on development of Veeva Application
- Worked on major veeva modules, bugfixes of Salesforce classes, veeva triggers
- Worked on Process builders, Flows. Triggers and Automation related to batch classes which impacted more than 10k users across EMEA, NA , CA markets
- Currently working on implementing DevOps for migration of changes from sandbox to Production Environment

### Happiest Minds(9 months)

March 2022 - Dec 2022

#### Senior Engineer(IMSS)

- Worked as Support and Development engineer for Pharmacy client
- Involved in resolving day to day tickets from EMEA, US regions
- Worked on Enhancements to Veeva Application including working on triggers , batch classes and functional changes on Profiles, permission Sets, Workflows and Process builder
- Worked on requirement gathering with Client and Solution design which impacted more than 1000 users over EMEA

### Accenture (3 years and 6 months )

#### Application Development Analyst –

Aug 2018 – March 2022

- Currently working as System Administrator and Developer into development and support for Veeva CRM platform for a Life Sciences client
- Created aura and lightning web components for migration from classic to lightning salesforce platform
- Worked on creating new territory management for onboarding more than a thousand users from 160 different territories
- Worked in development and support of workflows and process builders
- Experience with VisualForce Pages and Apex Classes creation
- Worked to introduce **Remote Meeting Functionality**, collaborating with **an Agile Model** to ensure streamlined work for Client during COVID lockdown, with more than thousand users using the new functionality

## PROJECTS

### Alexa Integration with Salesforce – node.js, AWS Lambda

- Working on Multifactor Authentication using AWS Lambda and Salesforce API for scaling the Alexa skill for dynamic account linking using OAuth2
- Used Salesforce API and node.js for record manipulation
- Created a custom skill on Alexa which can interact with salesforce APIs using node.js libraries

## **My Insights Dashboard Creation** – Angular, JQUERY, Salesforce CLI, Veeva APIs

- Reports and dashboard creation for territory, interactions summary insights
- Using **angular.js** libraries to create charts and Veeva APIs to fetch data from application
- Worked on creating filter-based charts to show values depending on the record types

## **PERSONAL PROJECTS**

### **E-Commerce Customer Reviewing** - Natural Language Processing, Sentiment Analysis

- Established a tree based recursive customer review analysis system to extract sentiment of customer reviews of **10+ products**.
- Set up a **Flask based UI** to improve customer experience and assisted customers in buying products based on review ratings.

## **ACHIEVEMENTS:**

- **Young champion Award:** Awarded Young champion in Accenture Bengaluru campus for working on Alexa integration and handling LATAM region org single handedly
- **Tech Innovation Award:** One of the three groups to be selected for Accenture Bengaluru Campus tech innovation awards for Alexa integration
- Recognized by client as the Performer of the month