# Aakansha

**Professional Profile**

* Around 6 years of IT experience with 4 years of experience in the **Salesforce.com CRM platform** both as Administrator and Developer in Salesforce.com and around 1years of experience in **Java/J2EE Technologies.**
* Experience working with salesforce.com **sandbox and production** environments.
* Extensive experience in **designing, creating and maintaining Salesforce.com Workflow Rules, Approvals, Email Templates (HTML & Visual Force Templates).**
* Worked on the designing of **custom objects, custom fields, role based page layouts, custom Tabs, custom reports, design of Visual Force Pages, Snapshots, Dashboards.**
* Used **Data loader** for data management in force.com platform.
* Expertise in developing, deploying and integrating Salesforce.com CRM solutions.
* Expertise with J2EE complaints IDE’s such as Eclipse.
* Implemented and delivered projects under Agile Development Environment and Test Driven Environments with large & small project teams
* Expertise in complete **Software Development Life Cycle** (SDLC) like analysis, design and development of Multi-Tier Client/Server and Web based applications.
* Expertise in **SQL, PL/SQL, Oracle 9i and MySQL** databases.
* Experienced in UI Technologies – **HTML, Java Script.**
* Experienced in Software development and business modelling of Web applications, Client/Server Systems, Distributed applications and other custom built projects on Windows NT/9x/2000/XP.
* Possess exposure of working for projects spanning **Financial, Business Process Management.**
* Have a good Knowledge of various methodologies like **Waterfall**, **Agile methodology** (FAM).
* Experience in providing **functional and technical support** to peer Team members.
* Excellent Client interaction skills and proven experience in working independently as well as in a team.

**Technical Skills**

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| **Salesforce Technologies** | Apex Classes, Apex Triggers, Visual Force Pages, Apex Web Services, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects, APEX Data Loader, Force.com Eclipse IDE Plug-in |
| **Languages** | Apex, Java, J2EE, C, SOQL, SOSL |
| **Database Enterprise**  **Technologies** | Servlet 2.5, JSP 2.0, JDBC 4.0 |
| **Web Application Technologies** | SOAP, WSDL, XML |
| **Web Services** | Apache Tomcat 5.0.24/7.0.21 |
| **Databases** | Oracle, MS Access, Microsoft SQL Server, SQL & PL/ SQL |
| **Tools/IDE** | Eclipse , Net Beans, SQL Query Analyser, MS Visio |
| **Mail Clients** | MS Outlook |
| **Operating Systems** | Microsoft Windows |

**Certifications & Education**

**Salesforce Certified Administrator**

**Certificate No: 17636667**

**Amberton University, Garland, TX**

**Major: MBA in Management, GPA: 3.45**

**Graduation Date: 02/2017**

**Tribhuwan University, Nepal**

**Bachelor in Business Studies, First Division**

**Graduation Date: 12/2009**

**Organizational Experience**

**Company: Fidelity Investments Nov 2016 - Till Date**

**Location: Dallas, TX**

**Role: Salesforce Consultant**

**Responsibilities:**

* Assisted in analysis of the existing functionality to identify the enhancements and gaps in the standard functionality, design and documented the solutions to fill the gaps.
* Interacted with various business user groups to perform detailed analysis of business and technical requirements and to design solutions using various standard objects in Salesforce.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also **created various profiles and configured the permissions based on the organizational hierarchy.**
* Worked with various custom as well as standard Salesforce objects like Accounts, Contacts.
* Developed Custom business logic using Apex Classes, Triggers, Components, Visual Force pages and Controller Classes for various functional needs.
* Worked with Apex Scheduler to invoke batch Apex classes at regular intervals.
* Wrote SOQL and SOSL within custom controllers, extensions and triggers.
* Created Visual force pages that could be rendered as PDFs, build dashboard components and define email templates.
* **Created Workflows, Approval processes and developed validation rules.**
* Used Pick lists, Dependent Pick lists, and Record Types to enforce data quality.
* Created Work flow rules and defined related tasks, email alerts and field updates.
* Utilized various third party AppExchange tools for Reporting and Data handling.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Monitored and resolved the Service Requests, specifically, visibility issues involving Custom Profiles, Public Groups, and Sharing Rules.
* Created as well as Customized Various Dashboards and Reports with Salesforce CRM.
* Used Agile methodology to achieve high performance.
* Deployed meta-data changes and Apex classes from a Developer organization to a production organization using Change Sets.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Supported data migration using Sales force Data Loader.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.

Environment: Force.com IDE, Apex Classes, Java, Apex Triggers, Visual Force pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, HTML, Lightning components, Marketing Cloud, Exact Target, Service Cloud, Workflow & Approvals, Web Services. AppExchange, Workflow & Approvals, Reports, Custom Objects.

**Company: Eagle Creek Software Services Sep2015 -Oct2016**

**Location: Boston MA**

**Role: Salesforce Admin**

**Responsibilities:**

* Worked on Standard objects such as leads, Opportunities, Accounts, Contacts, Campaigns associated with Sales Cloud.
* Involved in Salesforce.com Application Set up activities and customized the applications to match the functional needs of the organization.
* Developed various custom objects, Tabs, Components and Visual Force pages and Controllers.
* Created and deployed several reports using force.com platform.
* Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.
* Developed Apex classes, Controller Classes, Apex triggers and API integration for various functional needs in the application.
* Apex code to convert lead to a contact and associate the contacts with accounts.
* Developed and deployed approval processes for leads conversion, opportunities and products/Assets management.
* Implemented the requirements on Sandbox and Force.com IDE plug in for Eclipse and deploying it in production using Change Sets.
* Created work flow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Experienced with Web-to-Lead and Web-to-Case scenarios along with Escalation rules and Assignment Rules.
* Worked on role hierarchy & sharing rules to configure visibility.
* Maintained Organizational Hierarchy created Profiles, Roles and maintained Sharing/Security for FLS, Record-level Security.
* Customized the dashboards to track usage for productivity and performance of business centres and their sales team.

**Environment:** Saleforce.com platform, Force.com Sites, Apex, Visual Force (Pages, Component &

Controllers), Pages, Data Loader, Work flow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services

**Company: Ann Taylor Mar2014-Sept2015**

**Location: New York City, NY**

**Role: Salesforce Admin**

**Responsibilities:**

* Worked on Standard objects such as leads, Opportunities, Accounts, Contacts, Campaigns associated with Sales Cloud.
* Developed various custom objects, Tabs, Components and Visual Force pages and Controllers.
* Created and deployed several reports using force.com platform.
* Developed Apex classes, Controller Classes, Apex triggers and API integration for various functional needs in the application.
* Apex code to convert lead to a contact and associate the contacts with accounts.
* Developed and deployed approval processes for leads conversion, opportunities and products, and Assets.
* Implemented the requirements on Sandbox and Force.com IDE plug in during Eclipse and deploying it in production.
* Implemented the integration of Salesforce to Oracle Eloqua for marketing.
* Created work flow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Experienced with Web-to-Lead and Web-to-Case scenarios along with Escalation rules and Assignment Rules.
* Customized the dashboards to track usage for productivity and performance of business centres and their sales team.

**Environment**: Saleforce.com platform, Force.com Sites, Apex, Visual Force (Pages, Component &

Controllers), Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs.

**Company: Acquia Jan 2012 – Dec2013**

**Location: Burlington, MA**

**Role: Java Developer**

**Responsibilities:**

* Responsible for enhancing existing user interface functionality built using HTML, CSS, JavaScript & XML.
* Participated in data base design and writing complex queries to read the data from MS SQL Server.
* Developed front-end using HTML and performed validations using Java Script.
* Implemented unit testing.
* Developed test scripts for the other developers based on the module they are working.
* Used CVS for Source Control and Version Management.
* Wrote the code for the new and existing programs as per coding standards.
* Communicated with the testing team in writing test plans and test cases and execution of test cases.

**Environment**: Java, JavaScript, SQL Server, CVS, Struts, Eclipse, HTML, CSS.