RIYA BANSAL
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Career Objective

To implement and upgrade the skills that I have possessed over the years for the betterment of Individual, Organizational well-being, achievement of Organizational goals, and towards the technological advancement of the society.

Summary of Experience and Qualifications

- Salesforce Developer with overall 3 years of experience.
- Understanding and analysing the software engineering requirements, onsite and offshore management of product development.
- Quick learner and ability to adapt to dynamic work environment.
- Team player with effective communication skills. Possessing good interpersonal skills that have been put to good use in coordinating with Project teams.
- Participated in managing complete project cycle right from requirement analysis to system study, designing, coding, testing, debugging, documentation and implementation.
- Currently working as a Senior Developer Analyst in Accenture.

Professional Affiliations / Certifications

- Salesforce Certified Platform Developer I
- Salesforce Certified Platform Associate
- Salesforce Certified Administrator

Work Experience Highlights

Accenture Solutions, Gurugram- Administrator/Developer
PROJECT: Living System
PLATFORM: Salesforce
DURATION: JAN 2022 – PRESENT

SALESFORCE PRODUCT SUITE

- Working on the development and maintenance of a CRM platform for a North-American Utilities major
- Gathering the requirements from the Business Team by arranging meetings.
- Interaction with the Different Team to analyse the current Business Processes and Practices being followed.
- Worked as a developer to develop various features on Service Cloud & Field Service Cloud.
- Worked on Automation includes Flow Builder, Process Builder and Workflow.
- Configured Asynchronous apex using Batch Apex, Schedule Apex and Future method.
- Created Lightning Components and Events to meet the business needs.
- Deployment using Change Set.
- Worked on Integration with different system using REST, SOAP API.
- Worked on OAuth 2.0, JWT authentication methods.
- Worked on Platform Events, Streaming API

Tata Consultancy Services, Pune - Administrator/Developer
PLATFORM: Salesforce
DURATION: DEC 2020 – DEC 2021

SALESFORCE PRODUCT SUITE

- Worked on Sales and Service Cloud Implementation
- Worked on security settings using OWD, FLS, Permission sets and Sharing Rules.
- Created Validation Rules, Duplicate Rules, Page Layouts, Setting up Roles & Profile as per the requirements.
- Customized Page layouts for Standard/Custom objects and assigned Record Types to their required page layout.
- Created Data Validation rules and Formula fields and display the error message as per business requirement.
- Worked on SOQL & SOSL
- Worked on Apex Data Loader, Import Wizard, Lightning Web Components, Apex Class, Triggers.
- Worked on the Security model using Profiles, Roles and Sharing Model (Organization wide defaults & Sharing rules) settings.
- Worked on the test classes to maintain sufficient code coverage.
- Embedding of the developed components into a managed package, to be deployed across multiple Salesforce instances.

Tata Consultancy Services, Pune – Click Administrator/Developer
PLATFORM: Click Software (Field Mobility Software by Salesforce)
DURATION: DEC 2018 – NOV 2020
DOMAIN: Telecom

CLICK SOFTWARE PRODUCT SUITE
(On-Premise Version)

- Click Development and project Integration with external CRM
- Worked on Click Schedule / Click Mobile / Mobility Studio, Oracle, SQL.
- Upgraded Click Suite from V8.1 to V8.3 with end-to-end testing
- Developed POC for Click Mobile to roll out the upgrade circle wise.
- Involved in gathering and analysing requirements, SDD (Software Design Document) preparation, designing solutions, reviews, development and implementation by leveraging the ClickSoftware features.
- Developed modules using C#**,** JS**,** SilverLight for Click Schedule and Click Mobile as per client requirement.
- Patch Installation & Hot fixes as required.
- Involved in finding RCA and troubleshooting to provide resolution

Education
Bachelor in Technology – Information technology
Banasthali University (2014-2018)
CGPA: 3.2 / 4.0

Awards
1. North Rising Star – Recognized by PLM
2. Star of the Quarter – TCS