

# RUPENDRA SINGH

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## PROFESSIONAL SUMMARY

- 3.7 Years of Experience in Salesforce CRM as an Administrator as Software Associate and Software Analyst. I am a highly motivated individual looking for a position that will utilize and enhance my development and leadership skills for the benefit of both myself and the organization.
- Experience in Salesforce Customization like creating **Apex Classes, Triggers, Objects, External Objects, Aura Component, Standard Controllers, Custom Controllers and Controller Extensions**.
- Extensive experience of using declarative feature like **Validation Rules, Process Builders, Workflows, Visual Workflows, Email Alerts, Custom Formula Fields, Profiles, Permission Sets and Sharing Rules, Flow** for satisfying complex business process automation.
- Have good working knowledge in querying salesforce.com database using **SOQL & SOSL** queries and Governor Limits.
- Experience in **Salesforce integration with REST and SOAP APIs**.
- Technology savvy with aptitude and experience in adopting modern methodologies and innovative techniques to boost work efficiency.
- Proficiency in using apex **Data Loader**.



## EDUCATION

**B. E | New Horizon College of Engineering Bangalore**

2014 – 2018

I have completed my B.E in Information Science of engineering with 71.72%.



## EXPERIENCE

**Salesforce Developer | Accenture Solutions Private Ltd - Bangalore**

JAN 2019 – TILL DATE

**Project Name** : Accenture Cloud TPM & Retail Management solution

**Client** : Unilever, ABI, P&G

**Technologies** : Service cloud (Lightning)

### Project Description:

The Accenture Cloud solutions, built on the Salesforce platform, are leading integrated sales platform for the consumer goods industry with a suite of trade promotion management, distributor management and retail execution software, including for direct store delivery, field service and trade promotion optimization.

## RESPONSIBILITIES:

- Analysis on the incident, reproduce the issue, create the documentation, and take it to closure.
- Updating TFS (Agile Tool) for Incident, Defect, task creation etc.
- Updating TFS for root cause analysis and detailed Debugging on reported issue and fixing the issue.
- Delivered the assigned work under Agile Methodology by analyzing and brainstorming ideas and then configuring and coding solutions on Salesforce platform to meet business requirements.
- Acted as a mentor and leader in development team and groomed, trained, by conducting knowledge transfer sessions for new joiners and took ownership of production defects in my team.
- Work on integration testing and defect reporting.
- Installation of package and code deployment to maintain the environment to keep them on latest.
- Use data loader for import and export of huge data.
- API testing via Postman and workbench.



## SKILLS

- **Salesforce CRM:** Salesforce.com Administration/Development, Apex, Triggers, Visualforce, Workflow, Process Builder, Approval Process, Validation Rule, Reports, Dashboards, Chatter.
- **Language:** Apex, Java.
- **Scripting Language:** HTML, CSS, JavaScript.
- **Database Technologies:** SQL, SOQL, Salesforce Data Loader.



## ACHIEVEMENTS

- I am Admin Certified.
- Won 1 Apex Awards from Accenture.
- Won 1 ACE (Accenture Excellence) Awards from Accenture.



## PERSONAL SKILL

- Fast learner of new technology and business process.
- Good presentation, communication, and interaction skills.
- Self-motivated, hardworking, and highly process oriented.