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| **PROFILE SUMMARY**   * Having a total experience of *7+* Years, with *5* Years of experience in Salesforce.com platform and 6months lightning experience. * ExperienceonSalesforce.com Platform –Lightning Components, Force.com, Apex Class, Triggers, Apex Data Loader ,Visual Force and Workflows etc * Hands on working experience in Role hierarchy, custom profiles, public groups and user management. * Hands on working experience in creating custom objects, custom fields, page layouts, custom settings, custom tabs, reports and dashboards, and other components as per client requirements. * Excellent understanding of Eclipse force.com IDE, Workbench, Notepad++. * Have knowledge on GIT and bitbucket. * Actively taken part in production incidents solving and regular deployment activities.   **PROFESSIONAL EXPERIENCE**  **Senior Software Engineer**  **Duration:April 2015 – Present**  **ACHIEVEMENTS:**   * Received STAR PERFORMER award. * Received Client Recognition award for working in Shared Service Model.   **Project #1**   * **Project Title:Sanofi** * **Duration:** 01/01/2022 – Present * **Team Size:** 15 * **Technical Environment**: Lightning Web Component,Backend,Configuration * **Worked with B2C and B2B model.**   **Project #2**   * **Project Title:Sanofi** * **Duration:** 01/03/2021 – 31/12/2021 * **Team Size:** 20 * **Technical Environment**: Lightning Web Component,Apex, JavaScript, visual force, HTML * **Operating Platform:** Windows 10, IOS 10   ***Description:***  The Sanofi project aims at creating user-friendly environment for their customers so they can easily order medicines and place returns for the same. The portal emphasizes on end customer as well as dealers. It emphasizes on agile process of development.  ***Sanofi Scrum Dev Team***   * Designed and documented relevant system code and configurations * Designed apex classes and web components. * Created support manuals with detailed debugging scripts to streamline deployment support. * Involved in unit testing and test coverage for apex classes. * Created labels and tabs for users.     **Project #3**   * **Project Title:Marriott** * **Duration:** 22/11/2017 – March 2020 * **Team Size:** 20 * **Technical Environment**: Apex, JavaScript, visual force, HTML * **Operating Platform:** Windows 10, IOS 10   ***Description:***  The Marriott Engage project aims at creating user-friendly environment for their customers so they can easily book any hotel rooms or make any changes. It emphasizes on agile process of development.It mainly emphasized on working on Marriott and Starwood collaboratio using the sfdc platform.  ***Marriott PE:***   * Designed and documented relevant system code and configurations * Designed apex classes in Lightning. * Created support manuals with detailed debugging scripts to streamline postproduction support. * Involved in unit testing and test coverage for apex classes. * Created labels and tabs for users.   ***Marriott Engage CRIS:***   * Designed apex class and lightning components * Managed API integrations and web services. * Created support manuals with detailed debugging scripts to streamline postproduction support. * Created Runbook for production activity. * Involved in unit testing and test coverage for apex classes. * Worked on custom labels, fields and tab creation.   ***Marriott Run:***   * Designed Apex classes and lightning components * Worked on config items like creating workflows,custom settings,objects,creation of Accounts and public groups. * Enhancements of existing components. * Worked on VF page. * Additionally worked on tickets for customer faced issues.     **Project #4**   * **Project Title:** NBN Co * **Duration:** 20/06/2015 – 01/09/2017 * **Team Size:** 20 * **Operating Platform:** Windows 7   ***Description:***  The **National Broadband Network** (**NBN**) is a national wholesale only open access Data network and is under development in Australia. It is based on the premise that fixed line and wireless broadband connections are sold to retail service providers (RSPs), who then sell Internet access and other services to consumers. The aim of NBN is to connect whole of Australia by the end of 2019. It’s a government company. It uses technologies like FTTP, FTTB, and FTTN to provide internet services.  ***Roles and Responsibilities:***   * Handled application support and maintenance and resolved 95% of defects within SLA. * Running of batch jobs in spring batch. Creating incidents in case of error detection and troubleshooting the error, Supporting Deployments. Investigating issues (PBI) to track the initial root cause. * Have good knowledge and understanding of applications like Splunk and Remedy. * Creating support documents to enable team to perform day-to-day support activities .   ***Technologies Used:*** Web Sphere Process Server, Splunk, Spring Batch Application  **STRENGTHS:**  • Confident.  • Optimist & Disciplined.  • Strong Communication and Organizing skills  • Capability of managing time and delivering work and people.  • Practical understanding of failures. | **SKILLS**  **Salesforce.com**  Reports  Dashboard  Workflows  Flows  Profiles  Process Builder  Data Loader  Security Controls  Roles  Approval Process  User Management  Data Management  Visual force pages  HTML  CSS  Apex  **TOOLS USED**  Zendesk  Data Loader  Workbench |