

Simran Jeet Singh

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PROFESSIONAL SUMMARY

Accomplished, solutions-driven software development leader and individual contributor with 7+ years of experience in Application development using .Net and Force.com platform ie. Salesforce.com (SFDC). Proven skills in complete SDLC, project management and support.

- * Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote, Forecasting.
- * Implemented Role Hierarchy, Custom Profiles and public Groups creation and user management using Organization-wide Defaults and sharing rules.
- * Authored 18 Apex classes, 11 triggers, and 13 Visualforce pages.
- * Administer and developed Application used by 200 users across 5 different countries.
- * Implemented the Master-Detail, Look-up, Many-to-many and Hierarchical relationships and Automate the business Process using Workflow rules, Approval Process, Auto-Response Rules and Escalation Rules.
- * Created Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process to streamline the business process.
- * In addition performed Business Analyst activities.
- * Expertise in both large and small application architectures and team environments.
- * Detail driven professional, having positive approach for problem and issue resolutions.
- * Worked in a client facing environments and on client side (Europe).
- * Worked mainly in Retail, Multimedia and Banking domains.

TECHNICAL SKILLS

- ❖ Architecture & Frameworks: 3 Tier, Entity, MVC
- ❖ Programming Skills: APEX, C#, PL-SQL.
- ❖ SFDC Tools: Data Loader, Force.com, Eclipse IDE
- ❖ Force.Com: Apex Custom Controllers and Extension, Apex triggers, SOQL,
- ❖ SOSL, Apex Web Services, Visual Force Pages.
- ❖ Integration & Reporting: SSIS, SSAS, SSRS.

Objective

Looking for a prospect where analytical competence is valued and where I can make meaningful contribution to the growth of the company and can be a part of the Business innovation, willing to Lead and work as a key player in challenging & creative environment.

RECOGNITIONS & ACHIEVEMENTS

- ❖ Completed Salesforce training ADM-201 and DEV-401.
- ❖ Completed **ITIL Version 3** Foundation Level.
- ❖ Awarded for excellent contribution to the project with **Spark Award** in IBM.
- ❖ Awarded for taking initiatives and ownership in a team with **Dare Devil Award** in Sapient.
- ❖ Received **Cash Award** for innovative thinking in Webchutney.

PROFESSIONAL EXPERIENCE

Project: "Nespresso Nestle Switzerland " Salesforce.com Enterprise Applications

Nespresso, SA is a part of Nestle group, which deals in both the business-to-consumer and business-to-business segments providing coffee products and machines. Nespresso is present in almost 60 countries and counts over 9,500 employees worldwide.

Online cloud based salesforce cluster of application, which manages the day to day tasks of different departments of Nespresso at different locations all over the world in respective market locations. These applications streamline the various processes involved in Nestle Point of Sales worldwide. It helps to overcome the issues related to information processing, overhead email communication, tracking progress and the other challenges, business come across.

It is a Major SFDC project comes under IBM Global Services. Services mainly provided by the IBM to Nestle are as follows:

a. Application Production Support.

b. Business Sustainability and Minor and Major Enhancements

Includes 4 main Applications: Reco, Trade Corners, B2B, ERetails.

Key Contribution and Accomplishments

- * Worked as a SFDC Developer and authored 18 Apex classes, 11 triggers, and 13 Visualforce pages.
- * Managing Access & Sharing settings via profile and OWD.
- * Designed and implemented Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process managing the state of the alerts.
- * Importing and Exporting Data via Dataloder
- * Supporting and Creating Dashboards and Reports.
- * Providing Technical Support and Troubleshooting.
- * Debugging and BugFixing.

Project: "Citi Bank Turkey" Enterprise Applications

Citi has some 200 million customer accounts, does business in more than 100 countries in 6 continents with nearly 200 years of experience

It is a Major Project having a great scope. Citi Bank Turkey project comes under IBM Global Services.

Services mainly provided by the IBM to Citi Bank Turkey are as follows:

a. Transition and Transformation Services

b. Steady State Application Production Support

c. Business Sustainability and Minor and Major Enhancements

Includes around 90+ Applications.

Key Contribution and Accomplishments

- * Worked as a Business Analyst cum Development lead and delivered 3 RFS in a respected committed time constraint. Managing a team of 4 developers and a tester.
- * Managing 11+ Applications and 2 Regulatory Reports. Tracking and Supporting maintenance related activities, Developing and implementing new modules
- * Designed and implemented SSAS the 3 Dimensional Cube data for drill down on related information, and manage the state of the alerts.
- * Managing and Supporting complex daily and monthly data extraction and Regulatory reports having revenue data using SSRS.
- * Fixed critical bugs and improved logic of existing code.
- * Coordinated with managers and Lead team for Quality Assurance, Domain and Technical Support.

(<http://www.sapient.com>) **Technical Associate L1 (Contractor)**

Project: "TimeTracking" Enterprise Application

Short term contract to implement targeted enhancements to the firm's internal Time Card management web application used by the sapient employees and contractors to log their working hours weekly, which is crucial for project billings. It includes three modules Timecard Submission, Timecard Approval and Admin. Submitter submits timecards for a particular week and approver approves it.

Project: "DoveMenCare" CMS Driven Website

It's a kind of a product portal highlighting the products, its ingredients, and other details. To make people aware about the Dove Products. It help people to share their experience with product in different ways in the form of Comments to further nourish the products services. You can also search for the dealers in your area from our store locator services. It has been created for a rich look experience.

Key Contribution and Scope of work

- * Doing the low-level design and coding.
- * Understanding requirement specifications and carry out general system design and programming tasks as assigned.
- * Adhering to source code procedures and controls
- * Deciding on the test cases of unit test plan along with QA
- * Participating in project lifecycle activities including quality reviews for programming, unit testing and conformance to standards
- * Participating in the scheduled team meetings, review project status meetings

Webchutney Studio Pvt. Ltd.

Apr'10 –

Apr'11 (<http://www.webchutney.com>) Software Engineer

Worked on over 8 projects 3 websites and 5 web applications.

Key Contribution and Scope of work

- * Coding and Scripting (VB, C#, JS)
- * Search Engine Optimization.
- * Developing UI (HTML, CSS)
- * Facebook Integration (Using FBML and Canvas)

Cylix Global Pvt. Ltd.

Apr'08 - Apr'10 (<http://www.cylixglobal.com>) Software Engineer

Worked on over 13 websites and 3 web applications. Worked in IT Operations as well.

Key Contribution and Scope of work

- * Setup, maintained, troubleshoot, and preformed networking.
- * Setup, maintained, troubleshoot and upgraded Windows. Content Development for the websites of clients.
- * Worked for clients to perform HTML/CSS based changes and modifications, including automation of Websites.
- *Coding & Scripting

EDUCATION

B.TECH (Information Technology) from Lovely Institute Of Technology, Punjab Technical University, Jalandhar .

Signature