Popli Lokesh

SALESFORCE DEVELOPER

7 сентября 2021 Город: Киев

Возраст: 41 год
Режим работы: полный рабочий день
Категории: IT, WEB специалисты

✔ Состою в браке

Войдите или зарегистрируйтесь на сайте как работодатель, чтобы видеть контактную информацию.

Описание

LOKESH POPLI | Associate Business Analyst

OBJECTIVE

I am looking for a position in an organization where I can utilize the blend of knowledge and skills that I possess for the growth of the company, thus helping me in enhancing my current skills and knowledge.

Appreciation received from the customer in 2019

“Thanks Lokesh/Amul,

The IRM tool has come up really well. We could see the scenarios well replicated as communicated.

Best Regards,

Sneha Trivedi

Tata Steel Limited”

ORGANIZATION

Techmatrix Consulting

ROLES & RESPONSIBILITY

Role – Associate Business Analyst

Duration: Nov 2018 – Oct 2020 (23 months)

- Prepared BRD therefore by including all requirements and designs of the system.
- Have hands on experience with lead assignment process, approval process, validations, complex formula building, process builder, workflows and lightening flow.
- Handled administrative functions such as user account maintenance, created reports and dashboards
- Have hands on knowledge of visual force pages using standard and custom controller.
- Possess knowledge of apex triggers
- Data migration using data loader and data import wizard
- Coordinated and established communication between client and the application development team
- Data sanitization in excel.
- Possess working knowledge of sales and CPQ; created product bundles as per the requirement of the customer and also defined a guided selling process thus making the product searching process a lot smoother and easier for the sales team.

ORGANIZATION

NTT Data Corporation

ROLES & RESPONSIBILITY

Client – R1RCM/Dignity health

Role - Client Technical Support Senior Associate

Duration: April 2016 – Nov 2017 (19 months)

- Respond to customers technical problems/issues related to hardware, software and networking via email/chat/phone.
- Creating tickets based on customers' issues/requests and providing a resolution within a strict timeframe therefore meeting SLA.
- Assist customers by diagnosing problems and providing technical resolutions in line with HIPAA compliance.
- Advise/educate customers within procedural guidelines to ensure a complete solution to their technical or service questions.
- Focus on delivering a positive customer experience.

ORGANIZATION

iYogi Technical Services Private Limited, India

ROLES & RESPONSIBILITY

Role – Software Engineer

Duration: Jan 2014 – May 2015 (17 months)

- Collection, analysis and evaluation of metrics data for CMMI L4, L5.
- Collection and evaluation of Process Improvement suggestions from organization (Internal) / client (External).
- Planning of Process Improvement activities.
- Development and enhancement of QMS (Quality Management System), which can be used by the organization to achieve successful outcome.
- Providing information about process improvement deployed, to the relevant staff and ensured it reached the respective staff members.
- Most importantly, maintaining Organization's Measurement Repository (Quantitative Metrics Data Collection), which involved collection of metrics data, validating it and publishing of metrics reports.
- Establishing organizational goals for quality (qualitative and quantitative) and providing structure for achieving these goals.

ORGANIZATION

Swissport Cargo Services UK Ltd, United Kingdom

ROLES & RESPONSIBILITY

Role – Cargo Reception Agent

Duration: Apr 2011 – Sept 2012 (18 months)

- Performed checks on all documentation pertaining to import and export of goods
- Produced release notes for clients post verification so that they can collect the goods in a timely
- manner
- Liaising with governmental bodies such as DEFRA and UKBA in order to smoothen the operation of
- goods movement
- Working in compliance with guidelines set by DFT
- Keying in the export manifest information in system

PROGRAMMING LANGUAGES: Java, Apex, C++, html, CSS.

CERTIFICATIONS

- Salesforce Certified Administrator
- Oracle Certified Professional, Java SE 6 Programmer
- Comptia A+ Certified Technician

TECHNICAL SKILLS

OS: Windows server 2008, Windows server 2012, Windows server 2012 R2, ESX

Tools: Salesforce sales and service cloud, CPQ, BMC Remedy

Other skills: Proficient in MS excel, MS Word, MS Powerpoint

ACADEMIC QUALIFICATIONS

- BSc in Computer Science from University of Hertfordshire, U.K. (2008).
- 10+2 from International School of Brussels, Belgium (2004).

PROFESSIONAL QUALIFICATIONS/TRAINING

- MCSE Certification Training from Rooman Technologies, Vikas Puri, New Delhi
- Diploma in Java Technologies from NIIT, Delhi

LINGUISTIC SKILLS

English, French, Hindi and Punjabi