

# PRADNYA NIGADE

Phone: (469)-450-5886 | Email : [pradnya.nigade14@gmail.com](mailto:pradnya.nigade14@gmail.com) | LinkedIn : [pradnyanigade](https://www.linkedin.com/in/pradnyanigade)

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## Objective

A versatile certified Salesforce professional with an 8+ years of strong industry experience focusing on resolving complex business problems using software solutions in a fast paced environment is looking for a challenging opportunity.

## Salesforce Certifications

- Sales Cloud Consultant (CON 201 - Dec 2019)
- Salesforce Administrator (ADM 201 - Sept 2019)
- Salesforce Platform App builder (DEV 401 - Nov 2019)
- Trailhead Mountaineer Badge (Trailhead profile – [trailblazer - pnigade](#))

## Areas of Expertise

Sales Cloud, Process automation, Declarative development, Lightning UI, requirements gathering and application design, reports and dashboards, data loader.

## Education

- M.S. Information Technology and Management – The University of Texas at Dallas May 2016
- B.S. Information Technology – University of Pune May 2011

## Skills

- Salesforce.com Lightning and Classic, Salesforce Process Automation tools, Process Builder, Flow, Approvals, Data Loader, Triggers, Workflow & Approvals, SOQL, Apex, Validation Rules, Standard & Custom Objects, Fields, Relationships, Formula Fields, CPQ, Reports, Dashboards, Page layouts, Schema Builder, User and Security Management, Profiles, Permission Sets, Record Types, Visualforce, Email templates, Sandbox and Production deployment, Salesforce1 mobile application, AppExchange.
- Other Agile Scrum, Business & Data Analysis, Functional and Technical Design Documents writing, PoC and CRP sessions, Data cleansing, SQL, HTML, CSS.
- Applications Adv. MS Excel (VLOOKUP, HLOOKUP, Pivot Tables, Macros), MS Office Suite, MS Project, Power Point, SharePoint, JIRA, AHA, Outlook, GSuite.

## Work Experience

- **Validity – Sr. Delivery Manager, Millbrae, CA** **Aug'19-Present**
- Architecting, building and delivering innovative solutions resolving complex business problems and successfully managing end to end solution delivery from conception and design to development, production deployment for 500+ customers across multiple industries from small user bases to large global enterprise Salesforce Org implementations of 50,000+ user licenses.
  - Spearheaded initiative to renegotiate contracts with existing vendors, saving \$60,000+ in cost and 1700+ hours of manual work within 8 months.
  - Initiated and led process automation collaborating across multiple teams to establish clear and repeatable process for requesting new function/changes eliminating 15+ manual processes and saving 550+ hours of manual work a year and improving user adoption by 30%.
  - Significantly reduced Delivery escalations by 35% by identifying escalation categories, KPIs, gap analysis and improved on time delivery of process enablement, automation, project planning.
  - Increased department revenue generation by 20+% annually by identifying performance factors, gap analysis, actionable recommendations and strategic implementations. Demonstrated performance through customized Salesforce reports and dashboards to the executive team.
  - Built a Delivery application using Salesforce automation giving an access to visualize Delivery department's workload, performance, challenges and setting the goals. Demonstrated the same through monthly reports and dashboards for exec team to quantify the performance of Delivery department and further decision making.
- **AppBuddy - Delivery Manager (Salesforce) Millbrae, CA** **May'17 - Aug'19**
- Negotiate and liaise between business, product, support and engineering team.
  - Gathered, analyzed, validated and prioritized requirements for customizing and implementing the GridBuddy product into customers Salesforce environment.
- **Tango Analytics - Implementation Consultant, Dallas, TX** **Jan'16 - May'17**
- Customized and implemented Tango Analytics application for 10,000+ users from a range of industries and sectors involving but not limited to real estate, retail and restaurant chains.
  - Received an "Innovative Employee" award from the CEO for building a Knowledge Management application being successfully used by 250+ users.
- **Accenture – Engineering Analyst , Bangalore, India** **Jun'11 – Aug'14**
- Designed and developed Sales and Service cloud solutions for customers with 250,000+ users in communication and media technology domain spread across globally.
  - Created and presented technical, design and functional documentation to stakeholders.