

Pritisha Ghuge

Salesforce Administrator and Developer, ghugepritisha@gmail.com, +91 9049501729

Professional Summary:

- Bachelor of Engineering in Electronics & Telecommunication graduate with 1 Year 5+ months experience as Salesforce Developer and administrator.
- An experience includes end to end applications development on Salesforce.com platform on Service Cloud and force.com for Hi-Tech and Education domain.
- Majorly worked on Application Development, Support and Administrating Salesforce.com CRM applications.
- Salesforce.com experience includes Salesforce.com Configuration like Workflow Rules, Lightning Process Builder, User Profiles, Roles, Business processes, Record Types, Page Layouts, Reports and Dashboards, Validation Rules, Security Implementation, Case Management, Case Escalation, Import Wizard, Apex Data Loader, Chatter, and custom apps.
- Result oriented team player, and takes complete ownership of successful project delivery, helped the team in achieving goals.
- Delivered projects on Salesforce.com Service Cloud and Force.com platform, Data Migration, Salesforce Platform Support and Release and Deployment using Change Set.
- Knowledge in Apex, VisualForce, Apex Triggers.
- In depth technical knowledge industry standards, best practices in areas of Salesforce Implementation, Administration and Support front.
- Known as very supportive, positive attitude, reliable and optimistic team member.

Experience Details:

Organization	Designation	Duration
Net Gyani IT Services Private Limited	Associate Software Engineer	July 2018 - Till Date

Certifications:

- Certified Salesforce Platform Developer (Preparing)

- Certified Salesforce.com Administrator (Preparing)

Education:

Degree	Specialization	University/Board	Year
Bachelor of Engineering	Electronics & Telecommunication	Dr. Babasaheb Ambedkar Marathwada University	July 2018
Diploma in Engineering	Electronics & Telecommunication	MSBTE	June 2015
SSC	General	Maharashtra Board	March 2010

Skills:

Programming Language	C++, Apex, Visualforce
Web Technologies	HTLM, CSS
Data Base	My SQL
Operating System	Windows 95/98/2000, XP, Mac, Vista, Win7, Win8, Linux
CRM	Salesforce.com CRM

Work Experience:

Project #: 2

Project Title	Salesforce.com Service Cloud Implementation
Organization	Net Gyani IT Services Private Limited
Duration	Nov 2018 – Till Date
Solution	Salesforce.com Service Cloud , Force.com, Data Loader
Designation	Associate Software Engineer
Team Size	10
Technologies	Salesforce.com

Project Description:

Customer wanted to implement Salesforce.com Service Cloud for Asia region. Prior to this Client used to capture maintain service requests in legacy system, there was lots of manual intervention and agent used to spend more time logging in different systems which lead to poor productivity. There was no 360 degree view of customer data on single screen. There was no standard case resolution and closure Process. As manual a process there was threat to Data being send over emails and shared folders was not being track properly. There was no proper reporting mechanism for top management to take Sales related decisions like customer segments, Servie Executives KPIS etc. Client had requirement of migrating Data from Seibel CRM to Salesforce.com for existing customers. There was no proper mechanism for knowledge management, live chat and Reporting.

We at Net Gyani implemented Salesforce.com Service Cloud Solution leveraging Salesforce.com Service Cloud features like Case Management, Case Assignment using Assignment Rules, Case Escalation, Auto response Rules, using Salesforce.com Standard Support Processes, Record Types and Page Layouts. Provided data and record security based on Roles and profiles by implementing Salesforce.com Security Architecture. Automated business process with Workflow, Approvals. Migrated data from Siebel CRM to Salesforce.com by creating similar data modelling in Salesforce.Com. Implemented Live Agent for live chat support, Knowledge management for managing and publishing knowledge articles. We have created service console to provide customer 360 degree view of data on single screen and worked on Salesforce Reports and Dashboards for Agent and Management KPIs.

Roles and Responsibilities:

- Salesforce.com Administrator / Developer.
- Conducted requirements workshops with customer and gather requirements for Channel Business Plan and contributed in implementation life cycle.
- Implemented Apex classes, Visualforce Pages.
- Deployment using Change Sets.
- Creating Reports and Dashboards for Management Reporting.
- Prepare Design Documents, User Guides and System Appreciation Documents

Project #: 1

Project Title	Salesforce.com CRM Support, Administrator
Project Domain	Hi – Tech
Duration	July 2018 – Oct 2018
Solution	Salesforce Administration, Sales Cloud, Service Cloud
Designation	Salesforce Administrator / Developer
Team Size	8
Environment	Salesforce.com

Project Description:

Salesforce.com Support on was for SFDC CRM administration Support for L1, L2 incidents. Users across salesforce.com CRM used to raise incident / case for an issue they had. As per the impact an incident used to assign to our team, and we had resolved an issue within agreed SLA.

Roles and Responsibilities:

- Resolve Salesforce.com CRM administration support issues.
- Work on L1 and L2 incidents and provide resolution to complex business requirements.
- Work on Workflow Rules, Approval Process, Page Layouts, Record Types, Monitor Audit Trail.
- Contribute to deployment activities for different SFDC Applications.
- Involved in Change Management and Incident Management process.
- Contributed to training the team for new projects and on boarding.
- Prepare Daily, Weekly and Monthly Reports for management review.
- Lead Management, Conversion, Opportunity and Sales Process
- Case Management, Assignment, Auto response Rules, Email to Case, Web to Case
- User and Profile Management
- Data Import and Export
- Report and Dashboard creation for executives and users.

Personal Information

Name	Pritisha Ghuge
Email Address	ghugepritisha@gmail.com
DOB	11/08/1994
Passport Number, Issue and Expiry Date	NA
Marital Status	Single
Contact Number	9049501729
Languages	English, Hindi, Marathi
Current Location	Pune, Maharashtra

Place: Pune

Date:

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