POOJA DHAUSKAR

SALESFORCE PROFESSIONAL

Pooja Dhauskar is a Salesforce Professional offering 7+ years of experience with a total of 6 SFDC certifications. . Experienced working on Project analysis, project planning, scheduling, resource planning, client management, environment org creation and maintenance, testing, data migration across different domain.

**Technology:**

|  |  |
| --- | --- |
| * LANGUAGES
 | Apex, SOQL/SOSL |
| * SOFTWARE/TOOLS
 | Eclipse, MySQL Workbench, Data Loader, Demand Tool |
| * SYSTEMS
 | Windows |

**Certification:**

* Salesforce Service Cloud Consultant.
* Salesforce Sales Cloud Consultant.
* Salesforce CPQ Specialist.
* Salesforce System Admin Certified (ADM 201).
* Salesforce.com Certified Force.com Developer (DEV 401).
* Advanced System Admin certified (ADM 211)

**Professional Experience:**

**Organisation: Yantra**

**Duration: 9th September, 2019 till date.**

**Project Details:**

**Project Name: Salesforce CPQ Support**

 **Designation: Technical Lead**

 **Client: Nextracker**

* Work as per the ticket created by the client on the CPQ and Sales Functionality
* Guided Selling Setup
* Validation Rule Setup
* Yearly Pricing rolling task

**Project Name: Salesforce Sales Cloud Implementation**

 **Designation: Technical Lead/ Project Manager**

 **Client: Roambee**

* Understanding the Customer’s Business Module.
* Salesforce - HubSpot Integration
* Salesforce – NetSuite Integration
* Configuration of Lead Lifecycle/Lead Management and Assignment
* Opportunity Lifecycle/Forecast/ Opportunity Splits
* Quote and Custom Template Configuration
* Products/Pricebook and Defining the rules Price Configuration.
* Data Management/Data Clean-up task
* Managing the configuration workbook.
* Deployment task.

 **Project Name: Salesforce Service Cloud Implementation**

 **Designation: Technical Lead**

 **Client: Nextracker**

* Understanding the Customer’s Business Module.
* Working on Agile Software Development Methodologies.
* Implementation of service cloud functionality – Escalation Rule, Email Template, Live Agent, Web to Case, Email to Case, entitlement, case management.
* Writing User stories for testing.
* Performing Manual Testing.
* Data Management/Data Clean-up task
* Managing the configuration workbook.
* Deployment task.

**Organisation: Comity Designs Pvt Ltd**

**Designation: Salesforce Service Cloud Consultant/Configuration Specialist /BA/CPQ .**

**Duration: 3rd August, 2015 till date.**

**Project Details:**

 **Project Name: CPQ Implementation**

 **Designation: CPQ BA/Consultant**

 **Client: DataStax**

* Setup Products, price books, and business rules.
* Implemented Contract Renewal management with out of the box features and customizations.
* Created Quote PDF generation utility to address specific business needs.
* Redesigned the Opportunity Split functionality to adapt business needs.
* Automated Booking/order management.
* Manage Quote and opportunity data for deprecated products and new products.
* Integration with lead management system.

**Project Name: CPQ Implementation**

 **Designation: CPQ BA/Consultant**

 **Client: AVID**

* Setup Users, Products, business rules and multi-year price books.
* Implemented complex business rule for products selection.
* Created Renewal Opportunities for users.
* Setup discount schedules, block pricing, Contracted pricing, and special discounts.
* Assisted in DocuSign setup

**Project Name: CPQ Implementation**

 **Designation: CPQ BA/Consultant**

 **Client: ProofPoint**

* Analyzed current configuration and identified improvements as per the business requirement.
* Configured products, New Price Rules
* Implemented configuration rules and approvals.
* Prepared Assets and subscription flow chart and assisted in data migration.

 **Project Name: Service Cloud Implementation**

 **Designation: Implementation Consultant /BA**

 **Client: Lumentum**

* Understanding the Customer’s Business Module.
* Working on Agile Software Development Methodologies.
* Implementation of service cloud functionality – Escalation Rule, Email Template, Live Agent, Web to Case, Email to Case, entitlement, case management.
* Writing User stories for testing.
* Performing Manual Testing.
* Data Management/Data Clean-up task
* Managing the configuration workbook.
* Deployment task.

**Project Name: AHM Implementation (Abbvie)**

 **Designation: Functional Consultant**

 **Client: Advanced HealthCare Media (Meeting and engagement Management Solution,**

 **HCP Portal )**

* Implemented AHM's Centris Direct,
* Centris Mobile and Centris Connect modules for AHM's clients.
* Understood client requirements, existing need and short comings and designed solution accordingly
* Implemented end to end solution with Data handling and post production support.
* Guided team in designing solution, creating user persona and providing solutions ad production support
* Imparted User training to end users and management team

**Project Name: LinkedIn – Lynda Data Migration**

 **Designation: Salesforce Data Analyst**

 **Client: LinkdeIn**

* Created Data Migration Plan and Documentation
* Understanding both Salesforce Org, reference to objects
* Meta Data verification in Org
* Data migration using MySQL workbench, Data Loader and Demand Tool
* Preparation of Files using Vlookup and Formula in Excel
* Performed Insert/Upsert/Update operation over different object.

**Organisation: Cognizant Technologies Pvt Ltd**

**Designation: Senior process Executive.**

**Duration: 30th December 2013 till 24th July, 2015**

Job Details:

* Working for **Salesforce Admin and Configuration Project**.
* **Project Name: Salesforce Implementation Support(Client : Salesforce)**
* Handling all the CRM Analytic and Reporting, Salesforce to Salesforce Integration cases.
* Working Custom object, apps, security settings, page layouts and relationship between the object.
* Resolving all the case created by client and helping them in troubleshooting the issue.
* Preparing all Management report and scheduling it on weekly basis.
* Data Management Task.
* Performing Unit Testing.

**Organization: IBM Global Process Services Pvt Ltd.**

**Designation: Technical Support - Operations.(CRM- Operations)**

**Duration: 23rd April 2012 till 7th December 2013**

Job Details:

* Handling case management as a, Level 2 technical support executive, which included troubleshooting various applications that have been customized for the client.
* To log a detail and accurate case for all work performed on client issues and the troubleshooting steps performed.
* Working on Client Application tool like Critix, Salesforce.
* Working with 3rd party hardware and software vendors by arranging a conference call or onsite visit to assist clients in resolving difficult system problems by Remote desktop sessions.
* As a captive process was trained on internal process which gave a better productivity to the company.
* Handled all other essential tasks for team & customers under the instructions of the team leader.

**Education:**

* Masters in Computer Science: University of Pune : 2012-2015
* Bachelors in Computer Science: University of Pune : 2009-2012

**Declaration:**

I hereby declare that the information furnished above is correct to the best of my knowledge and belief.

 **Pooja** **Dhauskar**