**Tejashri Dias**

**Mobile no**: +91-9850777500

**Email**: [ntejashri@gmail.com](mailto:ntejashri@gmail.com)

**DOB**. 6th Feb 1988

**Summary**

* Having 8.6 years of experience in the field of Information Technology for developing JAVA and salesforce applications.
* 3.5 years of experience on working in Salesforce and also working on Vlocity from 1.5 years.
* Certified Vlocity Platform Developer, Salesforce Platform developer I and Salesforce Platform App builder.
* Expertise on Vlocity Omniscript, Vlocity Dataraptor, Vlocity Integration Procedures, Vlocity Cards
* Worked on development skills in Apex classes, Test classes, Triggers, SOQL.
* Working on Agile – SCRUM software development.
* Involved in various phases of SDLC such as Requirement, Analysis, Design, Coding, Support and Testing. Core areas are design, development, maintenance and enhancement

**Skills**

* Hands on customization and configuration
* Having knowledge on integration.
* Experience on Apex development, Workflow, Process builders, permission access control
* Worked on Salesforce administration
* Have worked on integration of salesforce to the external system using REST api.
* Having good knowledge configuration including Standard Objects, Custom Objects and Relationships, Security Model, page layouts, record types, Validation rules, Workflows rules, Process Builder.
* Experience in using Salesforce.com for Service Cloud
* Deployed releases to different environment
* Experience in creating tools using JSP, JSTL, JDBC, and JQuery, spring, Hibernate and core Java.
* Excellent knowledge of SQL and salesforce query SOQL

**Professional Profile**

**1: Employer:** Atos Syntel

**Designation:** Salesforce Consultant

**Date of Employment:** 4th March 2019 – till date

**Client: T-Mobile** TelecommunicationsNetherlands

**Role:**

* Worked on Vlocity implementation for Netherland based client T-Mobile.
* Worked on various epics including customer master data implementation
* Worked closely with product owner and system analyst to convert business requirement into implementation.
* Worked on Vlocity Omniscript, Vlocity Data Raptor, and Integration Procedure to achieve various business requirements.
* Worked on REST based WS to integrate SF to Tibco.
* Worked on different salesforce automation like approval process, workflow rules and process builder
* Rigorously followed agile model of delivery.

**2: Employer:** PTC software

**Designation:** Software Specialist

**Date of Employment:** 2nd January 2012 – April 2017

**Role:**

* Designed a portal for PTC customers which includes all products and details using JSP, AJAX, JSON, and CSS.
* Created different tools for the customers visiting PTC and seeking for support.
* Managed Salesforce cases and used them to track developmental and maintenance of the customer facing tools changes.
* Worked on Internet of Things (IoT) related projects.
* Creating documentations for new releases available for each product
* Creating SQL queries and Salesforce queries to be used vastly in application
* Documenting the tools behavior for maintenance and testing purpose
* Worked on PUTTY for porting code to internal JBS server
* Mentored new joiners and review code for them. Help them and monitor production server after every code release.
* Created cron jobs for timely generations of case and emails using FTP handler regarding to managers/ TSE and customers according to respective tools.
* Co-ordinated with customers/Managers/Department heads on requirement gathering and analysis of the same
* Created internal tools to reduce work load and manual entries into to cut redundant work and time. Got recognitions for the same
* Worked on SharePoint development and maintenance.
* Created WCMS documents and used them into the code and also involved in maintaining the same.
* Initiated timely knowledge sharing sessions and created a portal for internal developers for them to work with an ease.

**3. Employer**: Patni Computer Systems Limited, India (Now iGATE Patni/ Capgemini)

**Designation:** Software engineer

**Date of Employment:** 3rd June 2010 till – 30th December 2011

**Client:** State Farm- USA

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| --- | --- |
| **Project:** | Enterprise Location management system (ELMS) |
| **Type:** | Enhancement and Production support |
| **Platform:** | Windows XP |
| **Software/Framework:** | JAVA, JSP, Struts 1.1, Web service,IBM DB2, Rational software architecture, IBM WebSphere Process Server(WPS), HP service manager. |
| **Client:** | Largest Auto Insurance Company in USA. |
| **Duration:** | 7th June 2010 to 30th December 2011 |
| **Role:** | Analyst/Developer |

The Project ELMS provides a tool for creating and searching Locations worldwide which is based on J2EE and is used by agents and other employees of the client. This includes a process of submitting a location request by a non-administrator, which is then reviewed and authorized by the Corporate/ Location administrator. Mails regarding the same are processed and send by using IBM WebSphere Process Server (WPS).

Responsibilities in this project include:

* Enhancement of the Applications using software and framework mentioned above.
* Coordinating with Onsite members for project requirements/analysis and tracking the work progress to discuss the status of the application analysis.
* Assisting Business Partners on their queries.
* Solving production related problems/issues for the applications.
* Making changes in the database using IBM DB2
* Handling service calls and incidents through Service Desk/ Service Manager.
* Defect Fixing.

**Awards and Recognition**

* Certificate of excellence in 2013 for outstanding performance in development of PTC e-Support Portal.
* Appreciation for Integrity Defect track tool in 2014.
* Appreciation award for developing tool as a part of PTC IOT strategy.
* Appreciation for major EPIC of ADB Sync go live 2019

**Educational Qualification**

**Bachelor of Engineering in Information Technology (2006 - 2009)**

Institute: JSCOE, Hadapsar, Pune

University: Pune University

Percentage: 64%

**Diploma in Information Technology (2003 - 2006)**

Institute: Pimpri Chinichwad College of engineering, Pune

University: MSBTE

Percentage: 61%

**S.S.C. – 2003**

Institute: Kmal Nayan Bajaj high school , Pune

University: Maharashrta board

Percentage: 65%