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| SHUBHANGI CHINCHANSURE | |  |  | | --- | --- | |  |  | | 732-798-0117 |  | | [shubhangi.chinchansure12@gmail.com](mailto:shubhangi.chinchansure12@gmail.com) |  | |

PROFESSIONAL SUMMARY

* Total 9years of IT experience in that 5+ years of extensive experience in Salesforce.com CRM and Force.com platform with proficiency as a Developer and Administrator.
* 4 years of experience in Manual Testing.
* Created Lightning Components, added CSS and Design Parameters which improves performance.
* Knowledge of configuration and maintenance of security settings such as role hierarchies, profiles and permissions, setting login hour and IP ranges in compliance with organizational needs.
* Proficient in dealing with the functionalities related to the Service cloud, Sales Cloud, Community Cloud, Call center, Chatter & AppExchange applications.
* In-depth knowledge in Developing Apex code within Governor Limits.
* Experience in Data Loading using Import Data Wizard and Apex Data Loader.
* Experience in Salesforce.com Development using Force.com, Visualforce and Apex.
* Capable in developing client specific solutions using Apex Classes, Apex Triggers, Controllers and Controller Extension, Components and Test Methods.
* Experience in creating Lightning Components using aura framework, creating Visualforce Pages.
* Prepared unit test cases using apex test classes and to fulfill the 75% of test cases for the development in Salesforce.
* Have explored Lightning Experience to check the impact of enabling Salesforce Lightning Experience in existing implemented Salesforce system.
* Proficient in creating custom objects, Role based page layouts, Workflow Rules and Approvals, Validation Rules, Custom Reports and data extraction to various formats.
* Worked on Salesforce Customization, Security Controls, creating Profiles, Roles, Users, Record Types, Page Layouts and Email Templates etc.
* Performed validation rules, work flows, e-mail services and approval process using customization and Apex.
* Experience in setting update data visibilities by configuring OWD, Criteria/Owner based Sharing rules and writing Apex managed sharing rules.
* Experience in building Salesforce1 applications for mobile devices using Salesforce Lightning Design System.
* Experience Working with CPQ to oversee design, estimating, citing, rebates, motivating force and recommendations on any gadgets.
* Experience using JIRA for issue tracking.
* Provided customers with best practice solutions as related to Salesforce CRM.
* Good exposure to RDBMS, SQL and PL/SQL, writing SQL scripts for efficient report generation.
* Great involvement in creating Lightning Apps, Lighting web Components (LWC) , Controllers and Events.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change sets, Force.com Migration tool (Ant based scripts) and Workbench.
* Good working experience with Java Object Oriented Programming technologies and HTML, CSS, JavaScript.
* Written SOQL and SOSL queries in Apex.
* Worked extensively on Cross browser compatibility checks for all developments and involved in fixing software defects, track bugs, close open defects and validate functionality.
* Installed Salesforce AppExchange Apps, configured and maintained user security permissions in compliance with organizational needs
* Experience with developing a complete Case Management System using Lightning Components, Controllers, Helper Methods, and Style Sheets
* Experience in Integrating Salesforce with External services using both SOAP, REST Web Services.
* Worked on Agile Methodology.
* Created Users and granted permissions in Service cloud as per the requirement.
* Provided customers with best practice solutions as related to Salesforce CRM.
* Designed and implemented Custom Partner Communities for several clients in order to access their various features based on their requirements.
* Good experience in working on Eclipse IDE for writing business logics in Apex programming language.
* Experience in implementing security and sharing rules at object, field and record level for different users at different levels of organization.
* Always willing to learn new skills to improve efficiency and increase knowledge base.

# TECHNICAL SKILLS

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| CRM Applications | Salesforce.com, Sales cloud, Service Cloud, Chatter, Communities, Service console |
| Salesforce Skills | Force.com platform, Apex Language, Apex classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce (Pages, Components and Controllers), Standard objects, Apex Data Loader, REST, Workflow & Approvals, App Exchange, Web Services, Reports, Dashboards, custom objects, Force.com |
| Salesforce Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.co Explorer, Force.com Data Loader, Force.com, Force.com IDE(Eclipse) |
| Deployment Tools | Change sets, Force.com IDE, Force.com Migration Tool (ANT), Work Bench, Jenkins. |
| Tools | Web Management Console Application, Workbench ETL, Jitterbit, JIRA, ANT |
| Web Services | REST and SOAP API |
| Programming Language | Apex, SQL, Java Script, JQUERY, CSS, XML, XSL, XSD, MVC, J2EE, CVS, ANT. |

# EXPERIENCE

##### Lowes, NC. Feb 2021 – PRESENT

##### Sr. Salesforce Developer

##### Responsibilities:

* Performed the roles of Salesforce.com Lightning Admin and Salesforce.com Developer in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Developed Apex Classes, Apex Triggers, Apex Controllers to develop custom business logic
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex scheduler.
* Responsible for migrating existing data (Lightning Components, Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com Dev, DIT, SIT and Production SANDBOX using Ant, Git, Changeset and Data loader.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Migrating existing Aura Components and Visual force page to Lightning web components (LWC) to improve application performance by following web standards, shadow DOM, custom elements, templates, ECMA Script, events.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on Salesforce Lightning Components for building Customized Components replacing the existing ones and also embed Lightning Components in Visualforce Page by using new Lightning out feature by event driven programming.
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning components (Aura and LWC).
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Worked on the field service applications and provided support to the IBM SERVICE users in dispatch process.
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com and other Platform based technologies like Visual force, Force.com API, and Web Services.
* Implemented minor enhancements on standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Designed various HTML Email templates for Auto-Response to customers
* Created various profiles and configured the permissions based on the organizational hierarchy requirements
* Built a call center application for service agents using Salesforce Console

**Environment**: - Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Doc E-sign, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sales Cloud, Email Services, Security Controls, SOAP, REST, Sandbox data loading, ANT tool, Agile, Rally

##### Tableau, Seattle, USA Dec 2019 – Jan 2021

##### Salesforce Developer

##### Responsibilities:

* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Worked on the CPQ Apttus Third Party SF Tool which is integrated with Salesforce for generating Proposals which are used by our Sales Executives.
* Configure in Salesforce.com CRM to facilitate Apttus implementation.
* Developed in Apttus CPQ, LDAP and Integration with Share point.
* Familiar with Apttus admin settings, Apttus custom settings and DocuSign settings.
* Implemented in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
* Developed in configure price quote (CPQ) app such as Apttus.
* Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
* Created integration with salesforce CPQ and CLM applications and automating processes on Salesforce platform.
* Involved in data cleanup and mapping in data migration project.
* Worked on Sales and Service Cloud communities sharing business process extend them across offices and departments, and outward to customers and partners.
* Testing the CPQ integration with ERP.
* Worked with Functional leads & SME' s to transform and develop new requirements into Design & Estimate, Research, Analysis, Tech design, Implementation Plan & Test Plan.
* Worked on the Salesforce for Outlook functionality in Sales Cloud.
* Working independently on the Automated & Manual Data Loads requested by the business, using Data Loader & Batch Jobs. Also, working independently on the Enhancements given by the SME's onsite and assigning some of the enhancements to Offshore.
* Developed Custom Visual Force pages, Apex classes, Apex Test Classes & Triggers according to the business needs of the client.
* Worked on various Salesforce objects like Accounts, Contacts, Activities, Cases, Proposals, Leads and Opportunities, Products.
* Preparing the Technical Design for the given Enhancement & assigning to the Team members and getting it done within the Deadlines.
* Worked in Integrating Salesforce with Consumer Insurance Product Info Service to get the Products information into Salesforce using REST API.
* Involved in the activities related to Saleforce.com Research, Analysis, Estimates, Technical Design, Configuration, Administration, Development, Testing, Data Migration and deployment of Applications from one Org to another Org on Force.com platform.

Environment: Force.com platform, Sales Cloud, Service Cloud, Apex Language, Triggers, Visual Force Pages, Component & Controllers, Chatter, Data loader, Force.com IDE, Workflow & Approvals, Reports, Custom Objects, HTML, Java Script, jQuery, Web Services, SQL Server.

##### Client: MEDTRONIC, Houston, TX Aug 2018 – Nov 2019

##### Role: Salesforce Developer

##### Responsibilities:

* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Worked closely with sales team and Business Analyst and performed detailed analysis of business and technical requirements for maintaining Sales and Service clouds.
* Customized Reports & Dashboards for business users and managers, developed custom reports.
* Implemented Web-to-Lead, Email-to-Case for capturing Salesforce Leads and Emails created via web and emails received from customers.
* Actively participated in testing of the application by writing test classes.
* Add/Build/Configure/Maintain all aspects of Salesforce instance in Sandbox and Production environments
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality.
* Created Various Roles, Profiles and Page Layouts and Configured the Permissions based on the hierarchy requirements of the organization.
* Hands on Experience in Deploying Apex code from Sandboxes to Production.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com objects and it to read, extract and load data from comma separated value (CSV) files.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Eclipse based Force.com IDE and Change Sets to deploy Apex code.
* Participated in analyzing the Requirements, preparing the Design documents based on the specifications and Developing and Maintaining the application.
* Worked on Agile methodology.
* Developed Visualforce Pages to show customized content for certain things according to client needed.
* Used Development Change Set for deployment of code to production and Sandbox for testing.
* Defined Lookups and Master-Detail relationship on the objects. And also created junction objects to establish many-to-many relationships.
* Created Tabular, Summary, Matrix and Joined Reports using standard and custom Report Types.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Developed custom objects, Fields, Dependent Picklist values, validation rules, Page layouts, Search Layouts and Tabs.
* Develop Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created Workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.

Environment: Apex code, Reports & Dashboards, Visualforce pages, Lookups, Master-Detail-Relationship, Workflow rules, SOQL, SOSL, Governor Limits, Data Loader, Governor Limits.

##### Client: Valance Health Care, Chicago, IL

##### Role: Salesforce Admin May 2017 to Jul 2018

##### Responsibilities:

* Ensure reporting is created and structured to inform Management on the performance of teams and the businesses
* Ensure reporting is created and structured to provider Management on the health of teams and the business
* Develop effective data management processes and data governance
* Performs routine Salesforce data management/cleanup tasks
* Manage all ongoing projects related to Service Cloud including interfacing with development and/or IT teams
* Create and maintain system documentation for fields, processes and workflows
* Create profiles and permissions documentation, governance framework, data mapping, and reporting and dashboard building
* Gathered Business and Functional Requirements (BRD, FRD), during JAD sessions, interacted with the stakeholders, developers, Project Manager and SME’s to formulate Business Processes.
* Determined and documented the As-Is and the To-Be (future) business process flows.
* Worked in Cross Functional team environment, served as a liaison between SME’s, Project Manager, and stakeholders to ensure accuracy in the SFDC implementation and other business requirement.
* Implemented Case-Entitlement-SLA functionality to provide relevant services to bank customers as well as forward inquiries to specialized customer service operators and implemented Web-to-lead functionality to enable lead capturing in real time.
* Worked as Production Support to help end-users in Login issues, workflows, reports and dashboards, and scheduling processes.
* Implemented the web to lead functionality and setup the templates for the auto response emails.
* Customized the Lead rating options as per the company needs and performed the mapping into Account and Opportunity objects necessary for lead conversion.
* Defined workflow rules, assignment rules for lead assignment in the web to lead case and approval process to ensure authorization.
* Set up Time dependent tasks and field updates as actions for the respective workflows as required by the Business process.
* Set up partner portal where partners used Salesforce CRM to submit their deals for registration.
* Imported data using Import Wizard, Apex Data Loader for obtaining Lead and Contacts information.
* Worked on Apex classes, controllers, controller extensions and developed triggers to make complex validations possible.
* Used sandbox mode for testing and migrated the code to the production instance in installments.
* Optimized the Service Cloud to measure the impact of new product releases, including whether they are increasing or decreasing the number of calls for support.
* Designed and developed User Interfaces for Sales Force users as per requirements.
* Created search layouts to organize fields, custom links, related lists, and other components on record pages.
* Enabled chatter feeds for sharing information within the Sales teams.
* Technologies: Saleforce.com platform, Apex Language, Visual force (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP, HTML.

##### Capgemini (India) PVT. LTD, India Oct 2010 to Apr 2015

##### Software Engineer.

##### Responsibilities:

* Performed Manual Testing and supported Automation Testing team for creating Test Data for Data Driven Testing.
* Created Test Cases for State Code, Marital Status and Driver Information and Vehicle information for auto to get the accurate Basic Premium.
* Created Test Cases for Accident, Violations and Discounts for auto and created various scenarios for Automation Team for Data Driven testing.
* Created Test Cases for Validation and Cross Checks.
* Test cases were made updated and the result was updated in Test Director.
* Defects or bug was tracked using the QC.
* Environment: Java, XML, SQL, Java Messaging Services, EJB, JSP, Weblogic10.3, QTP, QC, Linux/Unix.

# Education

* Bachelors of Engineering in Computer Science from Swami Ramanand Teerth Marathwada University, INDIA.

# Certifications

* Certified Salesforce Platform Developer-1
* Certified Salesforce Administrator
* Certified ISTQB