

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 Adminstrating 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:

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|-----------------------------|---|
| 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

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|----------------------|---|
| 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, Service Executives KPIS etc. Client had requirement of migrating Data from Siebel 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

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|-----------------------|---|
| 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

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| 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:

Pritisha Ghuge