|  |  |
| --- | --- |
| **Sejal Jawade**Nagpur, Maharashtra | 7741049480 | sejaljawade.sfdc@gmail.com| https://www.linkedin.com/in/sejal-jawade-74800a146/ |  |

|  |
| --- |
|  |

|  |
| --- |
| **ABOUT ME** |
| 5X Certified Salesforce developer with 6 Year of Total IT experience. Results-oriented Salesforce Developer with 6 years of experience in designing, developing, and implementing Salesforce solutions. Seeking a challenging position where I can utilize my skills to drive business growth and deliver exceptional customer experiences.**PROFILE SUMMARY*** Worked on Sales, Service and Community Cloud. Implemented custom community template using Lightning Aura and LWC.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Workflows, Reports, Dashboards, Tasks and Events, data model.
* Experience in customization task like Apex classes, VF pages, Triggers, Batch classes, test classes, apex best practices.
* Good Experience in End to end implementation of Non-Profit Success Pack for Non-profit Organization JDRF International.
* Hands on experience in data migration of old CRM data to Non-profit success pack Org.
* Experience in providing level 2, level 3 production support to end user after GO Live.
* Hands on experience in SQL scripting using Redshift, SQL workbench for data migration and data clean up activity.
* Effectively use Redshift, data loader, dataloader.io and SQL workbench for data migration and to update the data effectively.
* Experience in integrating third party application like DocuSign, Qualtrics, Outlook, Oracle CPQ.
* REST and SOAP API integration with end-to-end product development experience on Force.com.
* Experience in various requirement gathering tools like JIRA, Rally, Zendesk. Experience in Agile and Waterfall methodology.
* Experience in IDE like Eclipse, VS code, IntelliJ, WebStorm and deployment tools like GIT, Source Tree, Bitbucket, Jenkins.
* Good interpersonal skills, committed, result oriented, hard working with a quest and zeal to learn new technologies.
 |

|  |  |
| --- | --- |
| **CERTIFICATIONS** | **ACHIEVEMENT** |
| * Salesforce Certiﬁed Administrator
* Salesforce Platform Developer 401
* Salesforce Sales Cloud Consultant
* Salesforce Service Cloud Consultant
* Salesforce Experience Cloud Consultant
 | * Trailhead Ranger.
* Team Player for helping and coaching juniors.
* Ericson - Client appreciation on redesigned community pages.
* BOA - Client appreciation on resolving maximum cases within timespan.
 |

|  |
| --- |
| **SKILLS** |
| * Salesforce Administration, Sales Cloud, Service Cloud, Community Cloud, Lightning Aura, Apex, LWC, Flows , UI designing SLDS , LDS , Triggers , VF Pages , Batch classes
* API Integration with Outlook, Qualtrics, Oracle CPQ, Chat GPT, DocuSign.
* Agile Management, Waterfall methodology
* **Domain:** Finance, Pharmaceutical, Telecom, Non-Profit.
* **Tools Used:** JIRA, Rally, Bitbucket, Jenkins, SourceTree, VS Code, IntelliJ, WebStorm, CI/CD, Zend desk.
 |

**EXPERIENCE**

**EPAM System, Sr. Software Engineer**

**March 2023 – Present**

**Client: POSTNL** *|* **Sr. Salesforce developer**

PostNL is the premier provider of postal and parcel services in the Netherlands. We work closely with national postal services and private delivery partners in order to offer customers the most comprehensive and reliable network for delivery of their mail, packets and parcels.

**Roles and Responsibilities:**

* Perform unit testing and debugging to ensure the quality and performance of the custom code.
* Working on any new functionality and enhancement. Reverse engineering and documentation of existing functionality.
* Working on VF page in collaboration with lightning lwc and aura component.
* Working on defects on existing functionality.
* Provide technical support to other team members and end-users for Salesforce related issues.
* Monitoring pipelines and resolving backporting and merge conflict issues from git branches.

**IBM, Advisory Consultant**

**March 2021 – Jul 2022**

**Client: Ericsson *|* Sr. Salesforce developer***.*

Ericsson's business includes technology research, development, network systems and software development, and running operations for telecom service providers. And software Ericsson offers end-to-end services for all major mobile communication

standards, and has three main business units.

**Roles and Responsibilities:**

* Redesigned community pages as a part of enhancement with extensive hands on UI experience using lightning aura components.
* Worked on POC’s and Chatbot implementation with Einstein bot builder. Worked on Enhanced UI chatbot implementation, Live agent and omnichannel, case routing configuration for community.
* Actively participated in deployment calls, prepared demo decks and presented them to the business.
* Part of interview panel to hire the right candidate for Ericsson account and organization.
* Coordinate and communicate release schedules, activities, and dependencies with different teams. Perform deployment activities, including sandboxes refresh, metadata deployment, and validation.
* Maintain release documentation and change logs for auditing and tracking purposes.

**The Digital Group Inc, Software Engineer**

**Apr 2020 - Mar 2021**

**Client:****JDRF | Salesforce developer**

JDRF is a nonprofit 501 organization that funds type 1 diabetes research, provides a broad array of community and activist services to the T1D population and actively advocates for regulation favorable to medical research and approval of new and improved treatment modalities.

**Roles and Responsibilities:**

* Worked on migrating old CRM to nonprofit NPSP manage package application.
* Migrated Lead, Contacts, Opportunities Campaigns with data loader.
* Compared the data with Azure Redshift and SQL queries between two orgs.
* Provide first-level support to Salesforce end-users by troubleshooting and resolving technical issues with Zend desk ticketing tool.
* Managing support tickets using Cases, improved case resolution time by 10%.
* Collaborate with stakeholders to gather and analyze requirements for system enhancements or changes.
* Manage data integrity and data quality in Salesforce by performing data cleansing and data maintenance tasks.

**Wipro Pvt Ltd, Salesforce Consultant**

**Jul 2018 - Apr 2020**

**Client: Worldpay**| **Module Lead**

Worldpay payment processing solutions allow merchants of all sizes to take, make and manage payments seamlessly. Worldpay solutions, which support more than 300 payment types in 126 currencies, are offered by FIS, a leading provider of technology solutions for merchants, banks, and capital markets firms globally.

**Roles and Responsibilities:**

* Worked on creating Salesforce mobile application with custom lightning aura component.
* Integrated third party app exchange product DocuSign for contract management.
* Integrated Oracle CPQ with SOAP API for Quote management.
* Worked on front end designing for responsive mobile application.

**Client: Bank of America** | **Module Lead**

Bank of America is one of the world's largest financial institutions, serving individuals, small- and middle-market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk management products and services.

**Roles and Responsibilities:**

* Provide first-level support to Salesforce end-users by troubleshooting and resolving technical issues.
* Respond to support tickets or incidents in a timely manner.
* Communicate with end-users to gather additional information and provide updates on issue resolution.
* Document and track issues in a ticketing system.

**Brillio (Comity Designs), Salesforce Developer**

**Oct 2017 - Jun 2018**

**Client: Advanced Health Media**. | **Salesforce Developer**

AHM, an IQVIA company, is a leading global provider of software and services to manage compliant healthcare professional (HCP) engagements. Pharmaceutical reps and healthcare professionals use AHM’s solutions to manage an average of 150,000 events annually making us the industry leader in Speaker Bureau Management.

**Roles and Responsibilities:**

* Involved in CRM process like Design, development, planning, testing.
* Design the UI as per mock-up.
* This project based on lightning experience so worked on lightning components, JavaScript, debugging components from browser.
* Worked on managing lightning pages with custom metadata. Involved in deployment processes.

**EDUCATION**

Bachelors of Engineering — Computer Science & engineering.

|  |
| --- |
| **EXTRA CURRICULUM** |
| * Participated as an interviewer on weekend drives.
* Mentoring juniors who are willing to learn and trying to reach their destination.
* Participated in giving sessions to a larger audience on new features of salesforce.
 |

**PERSONAL DETAILS**

Name: Sejal Arun Jawade

Date of Birth: 5th Jul 1992

Marital Status: Unmarried

Gender: Female

Linguistic English, Marathi, and Hindi

Proficiency: