

**Priyanka |** TechLead

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**SUMMARY:**

* 7+ years of overall IT experience in application design, development, testing, and maintenance using Salesforce technology in Sales, Service and Community Cloud.
* **Salesforce 3X Certified**.
* Good experience using Salesforce Administration (SFA), Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, **Workflows**, **Visual Flows**, **Process Builders** Approval Process, Reports/Graphs and Dashboards.
* Strong Implementation and Integration experience using Custom objects, **Triggers**, **Apex classes**.
* Skilled in understanding and implementing the new Salesforce **AURA** and **LWC**
* Good knowledge on Data Loader and deployment of components using Change sets
* Good experience in Deployments using Vscode, GitHub.
* Strong experience Data migrations between different Orgs using Data Loader, Salesforce Inspector.
* Good experience working with **Sales cloud**, **Service cloud** and **Experience Cloud**.
* Experienced in scripting languages like HTML, XML, CSS, JavaScript, APEX Web Services API using **REST** development skills.
* Good working experience using **Integration** and communicating with external applications like **Informatica** and **MuleSoft, Kafka and CDM-DIL** •
* Participated and aware of all sorts of agile ceremonies (user story grooming, sprint planning, sprint retrospective).
* Able to break the larger epics into smaller user stories.
* Able to groom user stories and make accurate estimates through story points.
* Experience on maintaining different complex applications in LIVE Environments.
* Ability to learn, evaluate and adopt new technologies very quickly.

**ACADEMICS:**

* Bachelor of Technology – Computer Science, Walchand institute of technology.

**Certifications:**

Salesforce Certified in Administrator,

Platform Developer 1,

Platform Developer2.

**TECHNICAL SKILLS:**

* **Salesforce:** Salesforce CRM, Lightning Application, Apex Classes, Apex Triggers,

Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Flows, Reports and Dashboards, Einstein Recommendation builder

* **Salesforce Deployment Tools:** Force.com, Apex Data Loader, Vscode, GitHub and Changesets, Bitbucket.
* **Agile Tools:** JIRA and Confluence.
* **Languages & Web Technologies**: Apex, Visualforce, JavaScript, SQL, HTML, CSS, REST API.

**Domain Knowledge**: Insurance, Automobile, Manufacturing, Healthcare, Retail.

**PROFESSIONAL EXPERIENCE**

**Manulife**

June 2022 – Till Date

Tech Lead

Mode of delivery: Agile Based

Our client has various international market customers for new business offering both Healthcare and Insurance products. To Achieve their different market level scopes to satisfy business customers project has implemented in different modules in Sales Cloud, Service Cloud, Community Cloud.

**Responsibilities:**

* Created **Lightning Apps** combining **Lightning Design** System**, Lightning App Builder** and **LWC Component** features
* Lead the team on and designed technical stories and participated in stakeholder meeting to gather business requirements and assist BA to draft user stories.
* Implemented the requirements on Salesforce.com platform using APEX, LWC, Lightning Aura, XML, HTML, JavaScript.
* Designed and implemented business portal using sales cloud for customers to create and manage sales, deals, opportunities etc.
* Implemented integration between Salesforce and several external applications to retrieve and process enormous amount of data.
* Participated in Production and UAT releases to promote and deployment of code/configuration.

**PROFESSIONAL EXPERIENCE**

**Mindtree**  **Location:Pune,India**

Jan 2021 – May2022

Tech Lead

Mode of delivery: Agile Based

**Daimler B2B :** Our client has various international market customers for new business offering both Retail and Manufacturing products. To Achieve their different market level scopes to satisfy business customers project has implemented in different modules in Sales Cloud, Service Cloud, Community Cloud and Partner Cloud.

**Responsibilities:**

* Working with teams of developers and conducting tasks such as code reviews, capacity management, design reviews, task assignments, scrum calls, agile methodology.
* Work closely with business leadership to respond to, and proactively identify, challenges that can be solved with system and/or process improvements.
* Manage functional testing cycles including test planning, script development, status reporting, and test execution.
* Troubleshoot and facilitate issue resolution by suggesting techno-functional workarounds.
* Involved in enhancing Apex classes, REST Integration and Lightning components.
* Created workflows, Process Builders and Flows.
* Involved in setting up and integrating Salesforce with MuleSoft, Kafka, CDM-DIL and supported until these features went live.
* Involved in the development of core modules that covers both front-end and backend effort.
* Collaborating with UAT teams to align release deliverables and working with them to ensure proper smoke testing strategies are included for new features.
* Worked on CISM and JIRA (Agile Central) as Project Management Tool.

# **Environment**: Salesforce.com

**Infosys Location:Pune,India**

July 2018 – December 2020

Senior Salesforce Developer

Mode of delivery: Agile Based

**Aetna:** Aetna Quoting Centre (AQC) is single rating /quoting engine for middle and national market customers for new business offering both traditional and health maintenance organization products. AQC is java enterprise web-based application in sales rating and quoting (SRQ). CPQ is having same business functionality as AQC, developed on **Salesforce.com** CRM Platform.

**Responsibilities:**

* Involved in the development of core modules that covers both front-end and backend effort.
* Worked on the Lightning Experience enhancements for developing the new Lightning components and updating the existing components as per the business requirement.
* Worked on External JavaScript libraries for generating graphical charts.
* Created workflows and Process Builders.
* Involved in enhancing Apex classes, REST Integration.
* Interact with the key stakeholders to understand the business requirements for the application.
* Document the high-level design for the application to be developed, documenting the necessary customizations and configuration changes to be made.
* Participate in deployment activities from Sandbox to Sandbox.
* Supervise junior developers throughout migration project lifecycle.

# **Environment**: Salesforce.com

**AtosSyntel Location:Pune,India**

Oct 2015 – July 2018

Salesforce Jr. Developer

**CUNA:** It is a service cloud implementation project in DTC area. As part of Development team, we worked on implementing optimized service cloud in existing business area which involved implementing out of box functions as well as customizing the existing functionalities.

**Responsibilities:**

* Involved in the development of core modules that covers both front-end and backend effort.
* Worked on the Lightning Experience enhancements for developing the new Lightning components and updating the existing components as per the business requirement.
* Created various Users, Roles, Profiles, and Page Layouts and configured the permissions based on the hierarchy requirements of the organization.
* Worked on data migration from different environments using Data Loader.
* Worked on Data Loader, which helps us to perform CURD operation with the help of CSV files.
* Responsible for setting up Filed Level Security.
* Worked on Data migrations and metadata deployments using GitHub, Changesets cloud migration tool.
* Involved in daily stand-up meetings, Scrum. This resulted to bring good solution to the business requirements.
* Interact with the key stakeholders to understand the business requirements for the application.
* Document the high-level design for the application to be developed documenting the necessary customizations and configuration changes to be made.
* Participate in deployment activities from Sandbox to Sandbox.
* Liaised with production team to analyse bugs and resolve issues.
* Designed web pages using HTML, JavaScript, CSS, HTML, XML and page design and layout.
* Trouble-shot and fixed problems through customer requests, and QA.