

## CONTACTS



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## SKILLS

Apex

Apex Data Loader

Salesforce Automation

Field Service Lightning (FSL)

Financial Service Cloud (FSC)

Health Cloud (HC)

## CERTIFICATION

Salesforce Certified Administrator

Salesforce Certified Advanced

Administrator

Salesforce Certified Platform App  
Builder

Salesforce Certified Service Cloud  
Consultant

Salesforce Certified Platform  
Developer I

Salesforce Certified Field Service  
Consultant

Flossum Certified Professional

Copado Administrator Certification

## EDUCATION

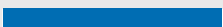
B.E. (I.T.) from SGBAU Amravati –  
June 2016

## LANGUAGES

English



Marathi



Hindi



# NAMRATA SATPUTE

## SALESFORCE CONSULTANT

With the main objective being towards satisfaction, both for myself and the company, I strive to work towards the high standards of loyalty and dedication which has been consistent throughout, thereby making work a pleasure.

## HIGHLIGHTS

- Expertise in quality analysis and team handling.
- Experience in Salesforce Admin and Consultant role. (Salesforce classic and LEX)
- Hands on experience in Field Service Lightning, Financial Services Cloud, Health Cloud.
- Managing Release and maintenance activities.
- Skilled in working on Data Management Tools – Cloud-Based (Data Import Wizard), API-Based (Apex Data Loader), Data Management Operations like CRUD & Upsert commands.
- Actively working on SFDC, Salesforce.com Setup, Configuration, Customization, Administration, Development and User Management
- Proficiency in SFDC Administrative tasks like User Administration, Page Layouts, Approval process, Workflow Rule, Process Builder, Data Security Model, Validation Rule, Business process, Web-to-Lead, Email-to-Case, Data Sharing settings, Data Migration, Reports and Dashboards, Translation Workbench.
- Document and maintain business requirements and align them with functional and technical requirements.
- Application optimization and ensuring best practices are followed.
- Responsible for the implementation and maintenance of configuration.
- Weekly deployment using change set.

## EXPERIENCE

## SALESFORCE CONSULTANT

March 2020 – Present

## CAPGEMINI, PUNE

## RESPONSIBILITIES:

- Working as salesforce developer on Banking Projects.
- Analysis and Implementation of the requirement as per the user stories.
- Assisting with testing of system releases, enhancements and bug fixes.
- Establishing and maintaining thorough and accurate documentation of all work; communicates technical issues within scope of assignment; may assist with technical specification documentation and review.
- Working collaboratively with teams, as necessary and assume individual responsibility for assigned portions of Platform goals.
- Managing Apps for Classic and Lightning experience.

## SUBJECT MATTER EXPERT

May 2017 – February 2020

## COGNIZANT TECHNOLOGY SOLUTIONS

- Manage Salesforce clients & users gathering the necessary account requirements to successfully strategize and plan each project, and implement those plans to their organizational needs.
- Driving of key parameters of C-sat, productivity and hygiene issues.
- Handling of OJT transactions to floor and knowledge management.
- Handling of tier 2 /complex cases for FSL/FSC, Health cloud and industry cases.
- Design, setup and maintain Salesforce standard objects, custom objects and junctionobjects, while also structuring user roles, security profiles, workflow rules and process builder.