

# NIKHIL KHANDARE

## CONTACT

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## SKILLS

- Sales Cloud
- Service Cloud
- Marketing Cloud
- Email Studio
- Contact Builder
- Automation Studio
- Web Studio
- Journey Builder
- Content Builder
- Cloud Pages
- Marketing Cloud Administration
- AmpScript
- SQL, HTML, Javascript
- REST, SOAP API Integration.
- Apex
- Visualforce
- Salesforce Security
- Salesforce Automation.
- Salesforce Data Validation.
- Asynchronous Apex.
- Test Classes.
- Data Raptor
- Integration Procedure.
- Teamwork
- Communication Skills.
- Troubleshooting
- Agile Methodology

## PROFESSIONAL SUMMARY

- Having 11+ years of experience as a developer.
- 7 years of experience in Salesforce.com technology including 4 years in SFMC
- Have an extensive knowledge in Salesforce CRM.
- Have worked on salesforce Sales cloud, Service Cloud, Marketing Cloud, Vlocity.
- Implemented projects on Salesforce platform for industries including Travel and hospitality, E-commerce, telecom, and service.
- Worked closely with the Marketing teams to define and understand business needs and translating these into Salesforce Marketing Cloud deliverables.
- Created of automated journey's utilising Journey Builder, Automation Studio and Contact Builder configuration is used where appropriate.
- Have strong understanding of SFMC architecture & development best practices.
- Produced technical documentation and specifications for all developments, working within Agile development cycles.
- Collaborated with IT and other Salesforce teams across the business to deliver high quality software solutions.
- Built excellent product knowledge and always remain up to date on business, industry, technical and customer strategies.

**Sr. Salesforce Consultant, 11/2019 to till Date**

**T-systems - Pune, Maharashtra**

- Worked on creating Email templates for different types of campaigns.
- Worked on data segmentation using SQL queries.
- Involved in a process of migrating Newsletters and direct mailing from Ajando platform to SFMC.
- Worked on scoring module for lead nurturing.
- Worked on different Nurturing Journeys to convert Marketing chances to Marketing Qualified lead and Marketing ready lead.
- Worked on Cloud pages for multiple business requirements.
- Worked on Automation with activities like SQL, Data Export, Data Import, File Transfer and Script.
- Worked on Contact Builder Attribute Group.

- Worked SSJS script to delete Contacts using REST API.
- Worked on different data extensions for different campaigns.
- Created Sender profile, delivery profile, Send Classification for Newsletter Campaign and Journey Campaigns.
- Worked on creating custom reports using Data Views.
- Worked on Trigger sends.
- Worked on interactive emails.
- Worked on custom unsubscribe process.
- Worked with Marketing department to plan and execute campaigns in Marketing Cloud.

**Sr. Salesforce Consultant, 03/2017 to 11/2019**

**Atos Ltd - Pune, Maharashtra**

- Worked on Salesforce marketing Cloud project for Crai.
- Perform detailed analysis of business and technical requirements and designed solution in marketing cloud.
- Integrated Salesforce to Crai Ecommerce site to fetch Ecommerce data.
- Integrated Marketing cloud to Salesforce.
- Created different data extensions for different campaigns.
- Created Sender profile, delivery profile, Send Classification for Newsletter Campaign and Journey Campaigns.
- Worked on Data Views.
- Created various Email templates, data filters, Campaigns in Marketing Cloud.
- Created automations, Journeys to send marketing emails to customers.
- Worked closely with Business Users to enable business processes using SFDC.
- Created custom Unsubscribe process using Landing page.

**Salesforce Consultant, 09/2016 to 02/2017**

**Mindtree Ltd - Pune, Maharashtra**

- Worked on project for one of the leading beverages producer in the world HCCB(Coca Cola).
- Perform detailed analysis of business and technical requirements and designed the solution by configuration and customization.
- Used various standard functionalities like Entitlement Process, Email-To-Case.
- Lead the team of 3 people and ensured the delivery of project happens on time.
- Packaged and Deployed customizations from Sandbox to other environment.
- Worked closely with Business Users to enable business

processes using SFDC.

- Written test classes to ensure the quality of functionality developed and code coverage.

**Sr. Software Engineer, 03/2013 to 08/2016**

**Cybage Software Pvt Ltd - Pune, Maharashtra**

- Worked on project for one of the leading provider of the solution to the various aspects of travel and hospitality industry (TravelClick).
- Perform detailed analysis of business and technical requirements and designed the solution by configuration and customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like trigger, batch, workflow rules, formula etc.
- Integration to external system like InSite, EBS using WebSphere Cast Iron.
- Integration to the external system using HTTP callout to the REST based webservice.
- Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Packaged and Deployed customizations from Sandbox to other environment.
- Worked closely with Business Users to enable business processes using SFDC.
- Written test classes to ensure the quality of functionality developed and code coverage.
- Creating User stories to be worked upon in Sprint and ensuring the delivery happens by the end of the sprint.

**Software Engineer, 02/2011 to 03/2013**

**Cybage Software Pvt Ltd - Pune, Maharashtra**

- Worked on project for one of the largest hosting services provider company (Navisite).
- Development and maintenance of backend activities for Web Hosting Company.
- Debugging, troubleshooting and maintenance of existing Perl scripts and modules.
- Integration of third-party open source tool like wordpress.
- Responsibilities included coding, bug fixing, enhancement and process related activities.
- Worked on preparation of various documents in various phases of SDLC such as Analysis and Design Documents.
- Providing suggestions and enhancements for the application as well as features that may enhance the existing functionalities.
- Lead a team of 2 resources in the project.
- Client-side Implementation.

## **CERTIFICATIONS**

Salesforce Administrator

Salesforce Platform Developer 1

Salesforce Vlocity Platform developer

Salesforce Marketing Cloud Email Specialist

## **EDUCATION**

**Bachelor of Engineering : IT, 05/2010**

**NAGPUR UNIVERSITY, INDIA**