Manasvi Gharat

Software Engineer

1X Certified Salesforce professional with 2+ years of experience in IT industry having expertise in Salesforce Administration and Application Development with Agile methodology for US based clients.

gharatmanasvi@gmail.com ✉

7350368596 📱

Mumbai, India 📍

trailblazer.me/id/mgharat 🌐

linkedin.com/in/manasvigharat in

WORK EXPERIENCE

Software Engineer
Synergy Computer Solutions Intl.Ltd. Client - Abbott India Limited

09/2020 - Present   *Mumbai, India*

Project/Tasks:

– **ABBWORLD (09 / 2020 - PRESENT)**

– Administered and maintained Salesforce implementation for 8000+ users. Created and customized Salesforce.com scopes such as users, roles, profiles, permission sets, groups, standard and custom objects, fields, tabs, pick lists, related lists, monitor access levels and hierarchy, sharing rules, workflows, process builder and page layout customization to support vital business functions.

– Involved in data setup from scratch in Sandbox and data migration. Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk data using Data Loader and used DML, SOQL queries for data manipulation needs of the application by pre-processing records and avoid hitting the governor limits.

– Maintain existing system by resolving defects raised by the users by performing debug logs. Assisted with UAT and worked closely with development team to implement the business needs in Salesforce application. Created documentation for deployments and deployed Salesforce.com changes from Developer Sandbox to Production using change sets and workbench as needed and performed validations before deployment to ensure a smooth process.

– Assisted in developing and preparing project scope and BRD with internal team, development team, brand managers and SFE business team. Published and shared visual aids in the ED iPad module in sandbox and production.Trained end-users and business digital leads on the RMC module in the Salesforce application.

Software Engineer
Zensar Technologies

10/2018 - 07/2020   *Pune, India*

Projects/Task

– **LOAN APPLICATION PORTAL,AL-RAYAN BANK, UK (04/2020 - 07/2020)**

– Created new user account in sandbox and production and assign profiles and permission sets and monitored access levels. Implemented the auto – loan approval functionality, auto email alert for loan status change and integrated Clicksend API with Salesforce to send automatic SMS alerts.

– Implemented custom objects, fields, tabs, roles, profiles, permission sets, user groups, home page components and page layouts to suit needs of the application. Used Data Loader for data management of the application, performed Insert, Update, Upsert, Delete and bulk export of data.

– **VIRTUAL DATA CENTER, CISCO (06/2019 - 03/2020)**

– Maintained the Salesforce platform by monitoring support tickets, user issues, and employee workflows. Created various profiles and configured the permissions based on the organizational hierarchy requirements. Analysed data before migration to the Salesforce cloud ecosystem.

– Created and modified pre-chat enquiry forms as per requirement and worked on chat user creation, assignment of chat skills, chat agent configuration, chat routing, configuration, testing and branding. Customized reports and dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company.

– **IBLM RECURRING REVENUE (RR 2000), CISCO (10/2018 - 05/2019)**

– Actively involved in analyzing and validating the customer's data by cleansing and updating data using SQL queries and Cisco tools; fetched accounts data from Install Base and Cisco's internal databases and created opportunities in Salesforce CRM for renewals of US client Cisco's assets which helped Cisco to generate the revenue.

– Performed MACD operations, contract transactions for accounts and configured Cisco products using CCW-R tool. Documented CCW-R Error Resolution Guide to resolve 500+ CCW-R Cisco tool errors associated with site creation, pricing, contract renewals, MACD Operations, quoting and contract coverage issues. Provided support for business application developed for asset management customer profiling portal.

SKILLS

`SFDC Administration` `Sales Cloud` `Service Cloud` `Apex` `SQL` `HTML5` `CSS3` `Java`

ACHIEVEMENTS & ACTIVITIES

Salesforce Certified Administrator ADM 201 – Issued July 2019 with aggregate of 93.67% (Credential ID 20296149). ↗

Delivery Excellence Team Award in Zensar Annual Awards – 2019.

Delivery Excellence Team Award in Cisco Quarterly Awards – 2018.

Organization Level Event Volunteer – Eunoia Season 3 - 2019.

CSR Volunteer – Zensar I RPG Foundatio- 2019.

EDUCATION

Bachelor Of Engineering (Computer)
(07/2014 - 06/2018)
Vishwaniketan's Institute of Management Entrepreneurship and Engineering Technology (Mumbai University. CGPA - 7.12

LANGUAGES

English
Native or Bilingual Proficiency

Hindi
Native or Bilingual Proficiency

Marathi
Native or Bilingual Proficiency

INTERESTS

`Reading` `Swimming` `Playing Chess`