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| **SNEHAL SANDLAE**  Contact: 9168604096  Email: snehalsandale0208@gmail.com |
| * Master computer science and application with 7.5 years of IT Experience majorly in Salesforce.com platform as Salesforce.com Developer. * **Salesforce Certification Administrator & Platform Developer I** * An experience includes end to end applications development on Salesforce.com platform on Sales Cloud, Service Cloud and force.com. * Majorly worked on Application Development, Support and Administrating Salesforce.com CRM applications for global clients. * Salesforce.com experience includes Salesforce.com Configuration like Workflow Rules, Validation Rules, Approval Process, User Profiles, Roles, Business processes, Record Types, Page Layouts, Reports and Dashboards, Monitoring, Forecasting, Territory Management, Security Implementation, Case Management, SLA’s and Entitlements, Case Escalation, Knowledge Management, Import Wizard, Apex Data Loader, Chatter, Lightning Process Builder and custom apps. * Result oriented team player, and takes complete ownership of successful project delivery, help and mentors the team in achieving goals. * Delivered projects on Salesforce.com **Sales Cloud, Service Cloud** and **Force.com platform, Data Migration, Sales force Platform Support , Community Cloud , CPQ** and Release and **Deployment** using Change Set. * In depth technical knowledge industry standards, best practices in areas of Salesforce Implementation, Consulting, Administration and Support front. * Known as very supportive, positive attitude, a good mentor, reliable and optimistic team member. |

# Experience

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| **Senior Executive**  **SOFTWARE ADMINISTRATOR/DEVELOPER**  **Vodafone India Shared services Pvt. LTD | June 2016 – 2017 September**  **Project: Vodafone SFDC**  **Programming Language:** Apex, Visualforce, Lightning, Integration.  Apex Programming, Visualforce, SOAP API, Salesforce Configuration/ Administration, SOQL, SOSL, Lead Management, Case management Automation, BREQ, Custom Object,  Data Loader, Sales Cloud, Service Cloud, Batch Apex, Future methods, Schedule Apex.  **Web Technologies:** HTML, JavaScript, CSS, SQL, Force.com  **Data Base:** SQL and SOSL  **Operating System:** Windows 95/98/2000, Win7, Win8, Win10 |
| **Assistant Manager**  **SOFTWARE ADMINISTRATOR/DEVELOPER**  **Vodafone India Shared services Pvt. LTD | Oct 2017 – Sep 2019**  **Project: VGE Vodafone Product**  **Programming Language:** Apex, Visualforce, Lightning, Integration.  Apex Programming, Visualforce, SOAP API, Salesforce Configuration/ Administration, SOQL, SOSL, Lead Management, Case management Automation, BREQ, Custom Object,  Data Loader, Sales Cloud, Service Cloud, Batch Apex, Future methods, Schedule Apex, **Aura Components.**  **Web Technologies:** HTML, JavaScript, CSS, SQL, Force.com  **Data Base:** SQL and SOSL  **Operating System:** Windows 95/98/2000, Win7, Win8, Win10  **Roles and Responsibilities:**   * Salesforce.com experience, preferably with strong knowledge of Sales & Service Cloud * Experience developing in Java, experience with Web Services Development * Proven experience in large Salesforce.com implementations with multiple integrations including web services, legacy applications, app exchange, etc. * Demonstrated experience developing Service Cloud applications * Demonstrated experience working in medium to large scale Salesforce implementations (Service, Sales). * Experience in designing and developing software components and have a very strong Service Oriented Architecture and integration background. * Proven customer service skills necessary to create, maintain and enhance customer relationships. * Solid organizational skills, multi-tasking, planning, coordinating aggressive schedules and providing excellent customer service levels. * Understanding of Enterprise Service bus/Service Oriented Architecture, especially via TIBCO, highly desirable. * Experience with web-based programing (Apex, VisualForce, Salesforce APIs, SOAP or REST based web services, JavaScript, jQuery, CSS, Bootstrap, HTML5, VBScript, XML, SQL). * Certified Force.com Developer (DEV-401) or Certified Force.com Advanced Developer (DEV-501) mandatory. * Experience using advanced SQL and Excel skills. * Experience integrating Salesforce.com with other applications via real-time, batch, sync/async. * Understanding of Enterprise Service bus/Service Oriented Architecture, highly desirable. * Create business case for new solution. * Provide global day-to-day end-user support (including system configuration, complex formulas and system maintenance) and assist users with proactive best practices to enhance and increase their knowledge of Salesforce.com * Maintain user roles and profiles, security settings, access settings etc. (User Profiles, Role Hierarchy, Sharing Rules and Security) * Experience to respond to production support requests and troubleshoot issues. * Experience integrating the 3rd party Apps with Salesforce. * Perform data integrity and manipulation tasks such as merging duplicate records and establishing proper ownership of existing accounts and contacts in accordance with sales territories. * Establish and implement best practices with regards to system maintenance, configuration, development, testing, data integrity, etc. * Design, document, build, test and deploy enhancements to Salesforce custom objects, page layouts, workflows, alerts, reports and complex dashboards within Salesforce.   **SOLUNUS TECHNOLOGIES PRIVATE LIMITED | July 2020 - July 2020**  **Salesforce Developer**  **SENIOR SOFTWARE ENGINEER**  **Salesforce Developer**  **TECHNO FACTS SOLUTIONS PRIVATE LIMITED | Aug 2020 - Jan 2021**  **Project: GEICO Service ( Aura Components )**  **Programming Language:** Apex, Visualforce, Lightning, Aura Framework  Lighting development (Aura Bundle) Salesforce Configuration/ Administration, SOQL, Lead Management, Case management Automation, JIRA, Custom Object,  Data Loader, community Cloud, Batch Apex, Future methods, Schedule Apex , **CPQ**.  **Web Technologies:** HTML, SQL, Apex, CSS  **Data Base:** SQL and SOSL  **Operating System:** Windows 95/98/2000, Win7, Win8, DOS.  **Roles and Responsibilities:**   * Support and confer with business community to determine business and technical requirements * Serve as a technical resource for other development staff and business community members * Experience with Lightning / AURA Framework. * Knowledge of APEX, Visual Force, Salesforce APIs, SOAP or REST based web services, and SOQL * Knowledge of JavaScript UI frameworks including AngularJS and Salesforce Aura * Developed Salesforce Lighting Applications using Aura Lighting Component, Controller’s and Events and used custom CSS in the components. * Embedded Lighting Components in Visualforce pages by suing new Lighting our feature by event driver programming. * Experience on LWC is desired Salesforce customization and configuration expertise Hands on experience in Lightning Web Components and Aura Knowledge of basic Deployment process and tools Experience in Service Cloud, Customer Communities and custom CSS is preferred. * Understanding of Integration and knowledge of APIs Proficient with Salesforce automation and customization tools, especially Visualforce, Lightning/Aura components, SOAP and REST APIs, Workflow Rules, Approval Processes, Process Builder and Flow, Apex Triggers, Apex Classes, Batch Apex, Scheduled Apex, Apex Tests, Apex Email Services, SOQL * Built reusable UI components and pages with the lighting component Framework, designed developed teat and deployed custom salesforce application using Apec classes, * controller classes Batch Apex and Apex triggers for various functional needs in the application. * Extensively used Agile Scrum methodology to our business team goal by gathering day-today * requirements and building them using force.com platform. * Experienced in SCRUM and SDLC tools (JIRA, Confluence m Jenkins GIT, GitHub, Visual Studio) and their usage ensuring trackability, reportability the quality and support. * Develop Workflow Automation using Salesforce automation tools, such as Process Builder, Workflows, Formulas, Flow, Assignment Rules, E-mail Alerts   **SENIOR SOFTWARE ENGINEER**  **Salesforce Consultant**  **Virtusa Consulting Services Private Limited| March 2021 - June 2022**  **Project: Mimecast (CPQ )**  **Programming Language & Technologies:** HTML, SQL, Apex, CSS, CPQ, Apex, Lightning, Salesforce.com., Stakeholder Managements, SOQL & SOSL Queries, Salesforce CRM Platform, Salesforce Configuration Customization & Administration  **Data Base:** SQL and SOSL  **Operating System:** Windows 95/98/2000, Win7, Win8, DOS  **Roles and Responsibilities:**   * Developed the complex Lightning Web Components to develop the Design-Time Implementation of the product to support the CPQ lifecycle. * Collaborated with product managers to define requirements, deliverables and set and manage expectations. * Developed the full subscription selling lifecycle where a lot of nuances come in Subscription selling such as handling different price methods, subscription term, renewals, and amendments. * Strong Experience with Lightning, Modern Javascript and Apex. * Technology - Apex(Classes and Triggers) LWC/AURA, Flows, REST API, covering best practices, Async Apex, governor limits, design pattern, security aspects. * Salesforce Clouds( Sales, Service) and Force.com implementations with Lightning Experience. * Providing detailed design of technical solutions, Prood-of-Concepts (POC), prototyping and * documentation of the technical design. * Data Model Design, Data Migration Approach, Data Lifecycle Management – inﬂow, residency, archival, closely working with our product team. * Experience in working with AppExchange managed package development. * Experienced in conducting User acceptance testing and preparing training documents for users. * Highly passionate for automating the processes using Salesforce. Proﬁciency in SFDC administrative tasks like creating Proﬁles, Roles, Users, Page Layouts, Workﬂows, Reports, Dashboards, Approvals and Tasks. * Good People Management skills , Client communication and Negotiation skills. * Utilized JIRA to track assigned tickets and triage the bugs for monthly releases. * Worked with developer, project managers and others to help ensure high quality and timely software delivery in multiple implementation projects of varying sizes and complexity. * Worked with native software quote to cash functionality such as Opportunity, products configurations, product rules, Prices rules, Quotes, Order and contract, Lead - to Cash business process. * Coordinated with Legal, business operations, Orders and Finance teams to execute customer engagements and process purchase orders. * Provided support to end users to resolve issues with sales, Logistics and Finance transactions between Salesforce and integrated business applications. * Provided support to end user to resolve issues with Salesforce and related applications & conducted weekly new functionality for business stakeholders. * Provided day-to-day end user support and assist users with best practices to improve and increase salesforce knowledge. * Worked on Salesforce CPQ pricing using list, cost/Markup, percent total, Block, price rules, calculator plugins, filter rules, system user discounts Working knowledge of product and services configuration, complete pricing rules, defining product bundle structures constraint rules and options. * Effectively worked with end users, third party vendors and the application development team to elicit requirements. * Worked on client's CPQ project, salesforce integration with CPQ application. * Worked closely with business analysts and performed a detailed analysis of business and technical requirements and designed the solution by customizing various standard objects and custom objects of the salesforce.com. * Developed various custom objects, custom workflows, formula fields, master-detail, lookup relationships, tabs, validation rules. * Developed workflows, validation rules, Apex triggers, apex classes, controllers and formula fields. * Created roles, profiles and implemented security and sharing rules at object, field, and record level for different users at different levels of the organization. * Developed visual force pages, apex classes, triggers, batch jobs to support the implementation. * Worked on various salesforce.com standard objects like accounts, opportunities, leads, campaign, events, tasks, contacts, cases, reports and dashboards, Quotes, products, order, price. * Design and Developing Service Cloud Applications for Advance customer Service in salesforce * Worked with various Salesforce.com objects and custom objects Account, Contacts, Order, quotes, Policy, price, opportunity. * Profile, Roles, permission Set, Sharing Setting, Visualforce pages, Controller classes Triggers Schedule & Batch Apex, Schedule Jobs. * Managing User's permissions via profiles, permission sets and creating custom Objects. * Worked on controlling the data access using OWD, Role Hierarchy and Sharing Rules. * Implemented Financial Services Cloud for Banking Systems end to end and have developed POCs in Lightning Web Components to meet the business requirements. * Developed and deployed the complex Batch classes as per the client needs and scheduled them on daily basis. * Developed the complex Aura components to support the business needs and deployed the code on regular basis to ensure Data Integrity is maintained. * Developed Lightning Web Components based on Modern Standards for the better Lightning Experience. * Worked on Data import and Data export etc., using Workbench which is the third party application for SOQL, SOSL and updating the records.   **SENIOR SOFTWARE ENGINEER**  **SENIOR Salesforce Developer**  **System Analyst**  **ValueLabs Service PVT LTD | Oct 2022 - Aug 2023**  **Project: Maxis**  **Programming Language & Technologies:** HTML, SQL, Apex, CSS, Apex, Lightning, LWC, Salesforce.com., Stakeholder Managements, SOQL & SOSL Queries, Salesforce CRM Platform, Salesforce Configuration Customization & Administration  **Data Base:** SQL and SOSL  **Operating System:** Windows 95/98/2000, Win7, Win8, DOS  **Roles and Responsibilities:**   * Work with functional consultants and business groups to identify the next big thing and what that costs in time, money, and other resources. * Work with a project manager to lay down a somewhat logical plan * Design and develop, write test cases. * Produce documentation as part of the roles of salesforce developer. * Search for issues, resolutions, and best practices. * Work with testing teams for any system and user acceptance tests. * Roles and responsibilities of salesforce developers involve attending retrospectives. * Meeting with project managers to determine CRM needs. * Developing customized solutions within the Salesforce platform. * Designing, coding, and implementing Salesforce applications. * Creating timelines and development goals. * Testing the stability and functionality of the application. * Troubleshooting and fixing bugs is the role of a salesforce developer. * Writing documents and providing technical training for Salesforce Staff. * Maintaining the security and integrity of the application software. * Analyzing customer requirements and then designing and developing the application to meet those needs. * Ensure thorough collaboration with other team members/analysts/testers/designers for a comprehensive output. * Seamless integration with third-party systems is the salesforce developer role * Identification of business processes followed at major departments and subordinate offices. * Maintenance of user roles to ensure no security lapse/breaches. * Proper training and orientation to all involved, involving gap analysis. * Orchestration Process create and update. * Resolve the related Order and Services errors with respected JOSON code. * Worked on Lightning Web components (LWC), Converted buttons to LWC. * Architecture and created multiple lightning components and LWC to enhance the existing functionalities. * Use Billing tools as Netsuite for all Products related issues and Business calculation and solution. |

# Education

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| **BAMU UNIVERISTY, Aurangabad**  Bachelor of Science | Jun 2009 - Jun 2012  Dr. G.Y. Pathrikar College of CS & IT  BCS Computer Science PA: 75%  **UNIVERSITY OF OSAMANIA, Hyderabad**  Masters of Computer Application | May 2012 - May 2015  Kasturba Gandhi Collage  Masters in Computer Science PA: 68%  **Jawaharlal Nehru Technological University, Hyderabad**  Master Of Technology | Jun 2019 - March 2022  St. Peters Collage  MTech Computer Science PA: 60% |

# CONTACT INFO

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