



Dhiraj P. Patil

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Objective:-

To achieve high carrier growth through a continuous learning process and keep myself dynamic, visionary and competitive with the challenging & changing scenarios of the world.

Profile Summary:

- **Salesforce Certified Administrator and Salesforce Service Cloud Consultant.**
- Overall 4.2 years of experience which includes development, Configurations, testing of applications using **Salesforce Technology**
- Strong Knowledge of **Salesforce Steel brick CPQ, Sales Cloud and Service Cloud.**
- Having experience in Bugzilla and Jira tools and Worked on **agile methodology.**
- Strong Knowledge of CPQ features Product bundling, Product & Price Rule, Quote, Order, Contract, and line items functionality.
- Sales Productivity features like Manage Leads, Opportunity, Accounts, Contacts, Campaign, Web to Lead, Auto Response Rules.
- Service Productivity Features like Case Management, Case Assignment, Auto Response, Email to Case, Web to Case, Case Teams, and Article Management.
- Creating & Customize Profile, User assign license, Permission sets, Role, Company Information, Business Hours, Holidays, Fiscal Year.
- Creating Custom Object & Fields, Page Layout, Record Types, Sales Processes, Validation Rules, Custom Formulas.
- Compatible with Data Management tool like Data Import Wizard, Data Loader.
- Involved in System Testing, Functionality Testing, Regression Testing, Re-testing, User Acceptance testing and UAT Testing at client side.

Roles / Responsibilities:

- Involved in developing User Stories.
- Involved in bug fixing.
- Deployment using change sets.
- Implement Salesforce standard configuration.
- Test cases writing for individual module & Review the test Cases as per requirements in Jira.
- Execute Test Cases in Lightning, Log the defects, defect Identification and its reporting.
- Worked on multiple projects parallel.
- Experience in managing an organizational deliverable by leading 5-6 members team.
- Attending defect focus call with Client /Business Consulting team

Technical Skills:

Programming Languages	Apex
Database	SQL Server 2008
Tools	Bugzilla, Jira
Salesforce Technology	Salesforce Service Cloud , Salesforce Sales Cloud
Platforms	Windows 8/7/2000/XP/Vista.
Domain	Finance & Banking.

Academic Qualification:

- B.E in Information Technology from Indira College (Pune University).
- H.S.C. (Maharashtra Board) securing 66.00%
- S.S.C. (Maharashtra Board) securing 76.30%

Employment Details:

Organization: **Capgemini** (26 July 2018 to Present)

Organization: **Bajaj Fiserv** (On third party payroll companies) (Sep2016 to 24 July-2018).

Project -1

Titles	Details
Project Name	DDS sales
Client	DDS Germany
Period	Feb. 2020 to till date.
Role & Team Size	Salesforce CPQ developer & 7 Members.

Project Description: –

DDS, is a German Company which develops and sells CAD software and construction related software's to businesses. It is a multinational company active both in the consumer and industrial sector. This project mainly focused to provide smooth sales process to sales user by using standard Sales features.

Project -2

Titles	Details
Project Name	MAN
Client	MAN Germany
Period	Aug. 2019 to Feb2020.
Role	Salesforce Lightning Tester

Project Description: –

MAN Truck & Bus, with headquarters in Munich, is one of the leading international suppliers of commercial vehicles and transport solutions in Europe, with production plants in three European countries as well as in Russia, South Africa and Turkey.

Project -3

Titles	Details
Project Name	Maxon sales
Client	Maxon
Period	Feb. 2019 to Aug 2019.
Role & Team Size	Salesforce Lightning Tester & Developer

Project Description: –

MAXON Computer is one of the world's top developers of professional 3D modeling, painting, animation and rendering solutions. Its award-winning flagship products Cinema 4D and Body Paint 3D are used by thousands of studios worldwide. MAXON is the child company of ALLPLAN.

Project -4

Titles	Details
Project Name	ALLPLAN sales
Client	ALLPLAN
Period	Aug. 2018 to June 2019.
Role & Team Size	Salesforce Lightning Tester & 10 Members.

Project Description: –

ALLPLAN a Nemetschek Company - offers 2D to 3D CAD software, CAD programs for engineering and software for BIM. ALLPLAN is a leading vendor of open BIM solutions for architects, civil engineers. The application was developed in salesforce lightning for ALLPLAN to maintaining their accounts, licenses and software provided for their customers. The Client Company had very strong knowledge on Salesforce Lightning and this was a challenging project as well where it involved many difficult situations.

Project -5 Bajaj Fiserv (Sep2016 to 24 July-2018).

Titles	Details
Project Name	Service CRM
Client	Bajaj Finserv
Period	Nov. 2017 to July 2018.
Role & Team Size	Salesforce Lightning Admin & 1 Member.

Project Description: –

This project mainly focused to provide smooth customer service to customers by using standard & custom Service CRM features. This project includes implementation of customer Service modules, Case Assignment Rule, Omni channel console, Approval master, TAT master, Communication center, Analytics and reports, Interfaces and master.

Project 6 –

Titles	Details
Project Name	SAL Line
Client	Bajaj Finserv
Period	Sep. 2016 to Nov 2017.
Role & Team Size	Salesforce Classic Tester & 6 Members

Project Description-

This project implemented to systematical flowing of Pre-approved SAL/PL Line cases of customers who accepted to Line of Credit service & Once disbursement of loan happened system will insert lead & product offering(PO) into SFD with Customer Demographic Info & Credit Information through Data Mart procedure & also system will automatically update Leads & PO's as per repayment of loan. Tele-caller will update customer's demographic details, Cibil, Dedupe, PAN check, Existing Loan & will submit application to Branch Ops/Post Approval Sales stage so it bypasses the work of sales/Underwriting process so it will help to reduce processing TAT of application.

Personal Profile:

Name : Dhiraj Prakash Patil.

Mother name : Kalpana.

Permanent Address : At post – Garkheda, Tal-Jamner, Dist. –Jalgaon, 424206

Gender : Male.
Marital status : Single.
Nationality : Indian.
Language Known : Marathi, English, Hindi

Declaration:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:

Place: Pune

Dhiraj P. Patil