

# DIKSHA ABHONKAR

Certified Salesforce Professional

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Pune, India

## SUMMARY

**Total Experience:** 6+ years, 4 years in Salesforce and 2 years in Java Development.

**3x certified Salesforce** developer with **4 years' experience** in designing, developing, testing, and deploying custom and declarative solutions on Sales Cloud, Health Cloud. Strong knowledge and 6 years of hands-on experience across three projects on **Integration with multiple systems**. Proven fast learner, independent worker, and team player with strong record of client satisfaction.

## EXPERIENCE

### Engineering Lead

**Persistent System Pvt Ltd.**

Jan 2021 – ongoing

#### Project Title: MSKCC: MSK DIRECT

MSKCC is one of the world's most respected comprehensive centers devoted exclusively for cancer care. MSK provides two major services: -

- a) Care at MSK
- b) Remote Second Opinion

MSKCC is a Cancer Patient Hospital which has Case Management on Salesforce which enables the prospect/patient to request a service, discusses the prospect/patient's history and recommended services with an RN, discusses financial concerns and needs with Patient Financial Services, and signs all necessary consents to participate. Care Advisors facilitate the seamless movement of a patient through the process: collecting all necessary intake information, scheduling next steps with PFS and RNs, and helping to retrieve local MD authorization. RNs provide their clinical expertise and service recommendations to the D2 patient based on their diagnosis, history, etc.

### Senior Software Developer

**Persistent System Pvt Ltd.**

July 2019 – Nov 2020

**Project Title: Nutranext:** Enhancement and Optimization of a Salesforce implementation for a Nutritional Supplement manufacturing company.

**Project Description:** This project involves the optimization of pre-existing implementation of order processing application. This project involves integration of Salesforce with SAP. Orders created in Salesforce are sent to SAP for processing via Snaplogic as inventory is handled in SAP. In earlier implementation Salesforce was integrated with SAP via Pentaho tool. It is now replaced with SnapLogic and converted into real time integration. Data from SAP to Salesforce is synced using Snaplogic Scheduled jobs.

### Application Development Analyst

**Accenture Solutions Pvt Ltd.**

Nov 2016 – Mar 2019

#### Project Title: Allianz: Core Insurance Service Layer (CISL)

**Project Description:** Core Insurance Service Layer (CISL) is a project to create a common but extensible service layer catalog for insurance processes. It follows the REST principles to define services and a data model which are exposed by new or existing insurance backends and that can easily be consumed by front end applications. The project provides a REST Meta-Model and tools to facilitate the adaptation of CISL.

## CERTIFICATIONS

Platform Developer II

Platform Developer I

Salesforce Certified  
Administrator

## TECH PROFICIENCY

**Salesforce Customization** (Apex Classes, Apex Triggers, Apex Test Class, Asynchronous Apex (Batch Apex, Schedule Apex, Future method, Queueable Apex).

**Configuration** (Flows, Process Builder, Workflows).

**Security Model-** OWD, Profiles, Roles, Permission Set, Sharing rules.

**Frameworks** (LWC).

Java Script, HTML, CSS, SLDS, JSON, XML.

Good understanding of **SOQL, SOSL**.

Good understanding of **Integration** (REST API, Platform Events).

## QUALIFICATION

**Bachelor of Engineering (Comp BE)**

**Sinhagad SKNCOE(Pune)**

Aug 2012 – July 2016

Grade: 75.00%

**HSC Maharashtra**

**RBNB College**

Aug 2010 – July 2012

Grade: 80.00%

**SSC Maharashtra**

**PEMS**

June 2009 – June 2010

Grade: 87.27%

## AWARDS

**Top Talent FY23 – May 2023**

**Bravo- Individual Awards – Dec 2022**

**Bravo- Team Awards – Mar 2022**

## SOFT SKILLS

Good verbal & written communication skills

Good presentation skills

Good problem-solving skills.

Collaboration & coordination skills

Good team player & mentorship skills