### Priyanka Niphade Mail ID : priyankaniphade4@gmail.com

 Contact No: +91 9325793253

|  |
| --- |
| Summary |

Specialist with strong analytical skills and a solution-oriented approach. Capable, drive salesforce Developer as well as Admin with 2.9 years of experience with Accenture Technologies. Looking forward to join and grow skills with respect to salesforce.

|  |
| --- |
| Technical Skills |

## **SFDC Technologies**

* Apex Classes/Controllers, Apex Triggers
* Visualforce Pages, Workflow & Approvals
* Standard objects, Force.com IDE

## **Tools & Technologies**

* Force.com Data Loader
* Force.com Platform (Sandbox and Production).

## **Languages**

* Cora Java
* APEX
* Visualforce
* JavaScript

|  |
| --- |
| Experience |

* 2.9 years of experience in Salesforce.com CRM platform. Has good knowledge of the Technical and Functional aspects of Salesforce.com, on demand CRM package.
* Customizing the applications on Sales force platform and Force.com.
* Hands on experience on developing Triggers, Apex Classes and VF Pages.
* Participate in all phases of the software development lifecycle including root cause analysis, functional analysis, development of technical requirements, prototyping, coding, testing, deployment, and support of salesforce.com related initiatives.
* Primary level experience in working on web services and giving solutions by SOAP and REST integrations.
* Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to the governor

limits.

|  |
| --- |
|  Project Involvement **Company: Accenture**, Pune, India.  **Client:** BCBS, USA **Work duration:** January 2017-March 2018 **About Client:** BCBS is a million-dollar business serving many customers across the globe, is using  Salesforce platform to maintain its huge insurance business. **Roles and Responsibilities:*** Involved in gathering and analysis of business requirements and then effectively took part in sprint

planning to achieve the requirement.* Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
* Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish
* connectivity among objects.
* Created reports, dashboards, and processes to continuously monitor data quality and integrity and
* assisting users with report design and management.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Responsible for setting up Field Level Security.
* Developed custom Workflows and Assignment Rules for case escalation.
* Implemented Field Level security for sensitive data holder fields.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts,

 cases and solutions.* Created and used Email templates in HTML and Visualforce.
* Involved in end-to-end testing and gathering feedback from business users
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types,

Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.**Company: Accenture,** Pune, India. **Client**: American Red Cross, USA **Work duration:** March 2019-September2020 **About Client**: America Red Cross is a huge organization in USA which has many activities related to health care.**Roles and Responsibilities:*** Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
 |
| Certification and Training |

* Salesforce Administrator Certified
* AWS Certified Solution Architecture

Completed 3 months training by aloud guru academy

 Activities

## Performer of the Month Award, Accenture (Jul 2018)

* Awarded twice as the Best Performer for consistency, Hard work, support during critical activities and meeting client deadlines on time.
* Performer of the Month Award, Accenture (Feb 2020)
* Learning Japanese language
* Completed Japanese culture Training
* Currently learning Japanese language
* Android Developer Certification, MIT College Pune
* Successfully completed 7 days android workshop. Learn java programming and build graphical user interface.
* NCC Member, MIT College Pune
* Participate various activities under NCC seven days campus such as Blood Donation camp, Clean India campaign etc.

Education

## Bachelor of Engineering in Electronic and Telecommunication with Distinction (2017)

* Diploma in Electronic and Communication with Distinction (2014)

Personal details

## Date of birth: 04-August-1995

## Nationality: Indian

* Languages Known: English, Hindi, Marathi and Japanese