CURRICULAM VITAE

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PROFESSIONAL SUMMARY

Solutions Focused, Proactive and Industrious professional with **4+ years** of broad hands-on experience in the areas of **application design, customization, development, configuration as Salesforce.com platform** Developer. I am also easily adaptive to work on different technologies if required.

- Thorough understanding of ITIL/SDLC framework.
- Experience working across various SFDC implementations.
- Proficiency in SFDC Administrative tasks such as creating Public Groups, Queues, Tabs, Users, Profiles, Roles, Email Templates, Page Layouts, Reports and Dashboards.
- Experience in successfully handling multiple projects parallelly.
- Experience of working in the Agile environment and methodologies for current and previous projects as well.
- Hands on experience with Apex Language, Apex Trigger, Apex Class, Visualforce pages, Visual force Components, Lightning Components & Controllers, SOQL.
- Implemented Security and Sharing Rules at object, field, and record level for different users at different levels of organization.
- Experience in Data Migration using Apex Data Loader, SnapLogic and Workbench.
- Experience with deployments using Change sets and Source Tree.
- Good understanding of SFDC Profiles/Roles and Sharing Rules.

CERTIFICATIONS

- **Salesforce Platform Developer-1**
- **Salesforce Certified Platform App Builder**

ACADEMIC PROFILE

Course	College, Board/University	Passing Year	Percentage	Specialization
B.tech	Cummins College of Engg. for Women	2015	78	EnTc
Intermediate	Maharashtra Board	2010	64.5	Science
High School	Maharashtra Board	2008	87	All compulsory Subjects

WORK EXPERIENCE

- Overall, 4+ years of work and Techno-Functional Experience in Salesforce.

- Currently working in CloudAction Technology Services Pvt. Ltd. as Salesforce Consultant since Feburary-2017 to till date.

SOFTWARE SKILLS

- ✓ **Sales Force Technologies:** Apex Language, Apex Triggers, Lightning Component, Lightning App Builder, SOQL, SOSL, Visual Force Pages, Workflow, Flows, Process Builder, Approvals, Reports, Dashboards, Custom Objects, Data Loader.

- ✓ **Tools used** : JIRA, Force.com Platform, Visual Studio code, Bitbucket, Source Tree, Data Loader, Workbench, Apttus X-Author,Snaplogic.

- ✓ **Programming Languages:** Apex, Visualforce, HTML 5

PROJECT DETAIL

1. **Worked for "IT Product Domain" Client**

Project: Salesforce
Role: Application Developer
Duration: 12/2020 – Ongoing
Technologies: Salesforce, Apttus CPQ/CLM
Team Size: 10-15
Project Detail: This project contains understanding of current implemented process for CPQ and CLM, working on the customizations like Apex class, apex triggers, configuration like Workflows, Process builder, Custom fields, Email notification, Validation.

Responsibilities:
- ✓ Worked various customization related to Opportunities, Quotes, Product, Agreement objects.
- ✓ Worked of the Apttus tools like X-Author for Word and X-Author for Excel for Agreement generation and Agreement insertion.
- ✓ Worked on complex formula fields.
- ✓ Worked on multiple complex user stories using Apex triggers, classes, workflows, process builders.
- ✓ Good knowledge on the tools such as JIRA, bitbucket, perforce, VScode, workbench.
- ✓ Good hand-on experience on complex deployments and releases.
- ✓ Good understanding of Apttus CPQ/CLM object structure.

2. **Worked for "Service Cloud Domain"**

Client Project: Salesforce
Role: Application Developer
Duration: 02/2021 – Ongoing
Technologies: Salesforce
Team Size: 10 -15
Project Detail: This Project was on Salesforce service cloud and phase – 1 was to migrate the data from the source organization to destination.

Responsibilities:
- ✓ Worked on migration of various objects such as Cases, Case Comments, Case History, Files Attachments, Accounts and Case related custom objects.
- ✓ Worked on Snaplogic and dataloader for data migration.
- ✓ Good understanding on Salesforce service cloud object structure.

3. **Worked for "IT Product Domain" Client**

Project: Remedyforce Implementation
Role: Consultant
Duration: 09/2020 – Ongoing
Technologies: Salesforce
Team Size: 1
Project Detail: Handling the migration to Remedyforce ITSM, configuring the new modules as per the requirement. User demo and end to end UAT.
Responsibilities:
- ✓ Performed requirement gathering sessions with the user demo.
- ✓ Worked on Data Migration using Data Loader.
- ✓ Worked on Apex Class and VF page to show Email Template list and list of Cases and send Email to group of contacts.
- ✓ Worked on Workflows to send the Email notifications.

- ✓ Modules implemented: Incident, Service Request, Change Request, Problem, Task.
- ✓ Implemented Remedyforce Live chat.
- ✓ Used Apex sharing for sharing Incident to account.
- ✓ Worked on complex approval process and Change request.
- ✓ Worked on various requirements on Reports and Dashboards.

4. **Worked for "IT Product Domain" Client**

Project: Remedyforce Implementation
Role: Consultant
Duration: 01/2019 – Ongoing
Technologies: Salesforce
Team Size: 1
Project Detail: Implementation of Remedyforce with Incident, Service Request modules.
Responsibilities:
- ✓ Worked on data migration and setting up the org.
- ✓ Implemented Incident and Service request.
- ✓ Implemented complex SLA's for this client.
- ✓ Used sharing class for knowledge articles and Incident sharing.
- ✓ Worked on configuring complex process builder.
- ✓ Worked on Lightning Components to manage Content Tiles functionality.
- ✓ Worked on configuring complex email services according to the client requirement.

5. **Worked for "IT Product Domain"**

Client Project: Remedyforce Implementation
Role: Consultant
Duration: 05/2019 – 02/2020
Technologies: Salesforce Lightning
Team Size: 2
Project Detail: Migration of Salesforce Classic to Lightning Experience for all the Salesforce Classic users.
Responsibilities:
- ✓ Worked on the Lightning App builder and Lightning Record Pages for both Sales and Service Console.
- ✓ Worked on the Lightning Knowledge Migration using Lightning knowledge Migration tool.
- ✓ Worked on the Visualforce Pages and JS buttons to update in Lightning Experience using Lightning Component.
- ✓ Worked on upgrading the Installed Packages into Lightning Ready versions from AppExchange.

6. **Worked for "IT Product Domain" Client**

Project: Remedyforce Implementation
Role: Consultant
Duration: 08/2017 – 08/2019
Technologies: Salesforce
Team Size: 2
Project Detail: Remedyforce implementation with very tight deadline.
Responsibilities:
- ✓ Worked on requirement gathering.
- ✓ Implemented Incident, Service request, Problem, Change request, Approval, Task.
- ✓ Worked on SSO configuration.
- ✓ Worked on AD Integration.
- ✓ Given User demo, staff demo for current implementations.
- ✓ Worked on all the UAT activities.

ACHIEVEMENTS

- ➢ Received "Above and Beyond" award from the organization for working onto to
- ➢ Received Customer Appreciation for multiple projects.
- ➢ Active member of cultural committee in the organization.

PERSONAL PROFILE

- ▪ Father's Name   Mr. Ashok Wasule
- ▪ D.O.B.   31.03.1992
- ▪ Gender   Female
- ▪ Marital Status   Single
- ▪ Nationality   Indian
- ▪ Language Known   English, Hindi, Marathi

DECLARATION

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

(**Sayali Wasule**)

Place: Pune
Date: