Arjun Gharpure

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Objective:

Arjun is a Microsoft and Salesforce Certified professional with 6+ years of experience working in enterprise IT settings. He has broad exposure to all facets of SDLC, including requirements gathering, analysis, design, application development and testing. Arjun is well-versed in both legacy software development methodologies as well as novel agile techniques. He has contributed to software development initiatives both as an individual contributor, and as a team lead in onsite-offshore development settings. Arjun is effective in documenting SDLC and enterprise technology artifacts, architecture, interface/integration. His development expertise spans multiple domains and platforms, including CRM, Business Intelligence and Cloud. Arjun is a consummate learner who picks up new technologies quickly and tries to utilize those learnings to solve business problems. He is an effective team player who exhibits strong interpersonal, written and oral communication skills.

Work Experience:

- CRM Admin/BSA @ iDatalytics LLC, Overland Park, KS 01/2019 – Present
- Sr. Business System Analyst
  - Working directly with Business POCs and independently overseeing documentation, development, testing and deployment related to CRM products at iDatalytics.
  - Working closely with business leadership to respond to, and proactively identify challenges that can be solved with system and/or process improvements.
  - Develop, run and update salesforce.com reports, analytics and dashboard to support and monitor daily activity and key performance measures.
- Salesforce Admin/Business System Analyst
  - Leveraged existing IT framework/CRM system for better data usability and system integration by developing multiple chatbots, therefore reducing call volume using Salesforce Einstein Bots.
  - These bots help customers get information faster and help in the onboarding process. Also transfer chats to service agents via omnichannel to handle complex situations. This led to a 30% rise in team and customer satisfaction with the application.
  - Worked on efficient strategy for predicting policy renewals for an auto insurance client using Salesforce Einstein capabilities such as Prediction Builder and Next Best Action.
  - Designed, implemented dashboards and tailored data insights for sales, ops, finance in Einstein Analytics.
  - Maintain data quality by identifying, deleting and merging duplicate record, managing and updating inaccurate data using data loader tools.
- Salesforce Administrator
  - Developed and supporting iDatalytics flagship product Forti5, which help customers to keep Salesforce driven communities free of profanity/ads/malware using API calls to word catalogue service.
  - Created custom Lightning and Visualforce pages where flagged posts are reviewed, also added the functionality to add specific words can be blacklisted from the Forti5 backed communities.
  - Created various custom objects, Tabs, Workflows, reports, Apex triggers and validation rules for this application.
  - Experience working with Salesforce.com sandbox and production environment.
  - Self-directed learning, problem solving and researching of salesforce system issues.

- Technology Support Engineer @ University of Maryland, College Park, MD 07/2017 – 12/2018
  - Designed a Salesforce based system to streamline the process of onboarding students in the research program by designing custom dashboards for various user groups based on business functionalities.
  - Managed all on-going projects related to Sales and service cloud including interfacing with development and/or IT teams and developed efficient customizations for data management.
  - Provided IT support to faculty and staff members at the Institute of Physical Science and Technology.
  - Maintained multiple servers that hosted departmental websites and provided critical services.
- Graduate Assistant @ University of Maryland, College Park, MD 08/2016 – 06/2017
  - Developed and maintained a Java-based web application with SQL as a backend to keep track of participants for the research program for the School of Public Health, Family Science department.
  - Developed a salesforce sandbox for the application which would help the project team to work more efficiently while proving much more customization options.
- Software Engineer @ Tata Consultancy Services, Thane, India 07/2014 – 05/2016
  - Independently resolved numerous maintenance requests and issues faced by the client on a live web application based on eMatrix and JAVA.
  - Implemented a login enhancement project which helped in reduced login related issues by 80%.
  - As a quality champion, handled documentation and presentation for the AS9100 audit and scored a 4/4 rating for the project.

Education:

- Master of Engineering in Computer Engineering
  - University of Maryland at College Park • Aug 2016- May 2018
- Bachelor of Engineering in Electronics & Tele-communication
  - Yeshwantrao Chavan College of Engineering, India • Aug 2010- May 2014

Relevant Skills:

- Programming Skills: APEX, C, C++, JAVA, Tool Command Language
- Web Tools: HTML, JAVASCRIPT, CSS, REST/SOAP API
- SDFC Tools: Data loader, Force.com IDE (Eclipse), Lightning framework, Visualforce
- Salesforce development tools: Salesforce Automation, Salesforce Security Profiles/Permission Sets and Sharing Rules, Data Loader and Data Import Wizard, App Builder, Einstein, Sales cloud and Service cloud implementations, Salesforce CPQ and Sandbox/Production Orgs.
- Network Tools: Wireshark, TCP Dump, Putty, Telnet.

Certification Details:

- Salesforce Certified Platform App Builder:
  - **Issued:** February 2020 • **Credential ID:** 20923211
- Salesforce Certified Platform Developer I:
  - **Issued:** October 2019 • **Credential ID:** 20558254
- Salesforce Certified Administrator:
  - **Issued:** September 2019 • **Credential ID:** 20434081
- Microsoft Certified Azure Data Engineer Associate:
  - **Issued:** January 2021 • **Credential ID:** H647-1338