# Prathmesh Prakash Mengane

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## PROFESSIONAL SUMMARY

- Eight plus years of experience in Database development and 3+years in Salesforce as Project Manager and Admin.
- A Certified Salesforce.com Administrator specialized in project management, deployment, customization, and administration. Experience includes system architecture, Salesforce technology deployment, lead project management, and technical consulting.
- Hands on experience doing Technical Project Management, Software Procurement, Data Analysis, Business Requirements Gathering, Data Modeling, Evaluating Data Sources.
- Extensive experience in Database Design, Development and Administration using platforms MySQL, FileMaker, Zope DB and Oracle.
- Ability to work both individually and in a team environment, with excellent communication and organizational skills and demonstrated leadership ability.

## EDUCATION

- **University of Maryland**                                             Graduated in 2011
  College Park, Maryland, USA                                      **GPA:3.6**
  **Masters in Information Management**

- **Mumbai University**                                                  Graduated in 2009
  Mumbai, India                                                            **GPA:4.0**
  **Bachelor of Engineering in Information Technology**    **First Class with Distinction**

## WORK EXPERIENCE

***Salesforce System Administrator***                          September 2018 – Present
Vera Solutions                                                             Mumbai, India.

- Manage Vera's internal Salesforce system and make improvements and updates as necessary to maintain a highly effective system and seamless user experience
- Lead discovery and design sessions with internal stakeholders to understand and document business requirements
- Develop and implement clear technical requirements, project plans, and timelines for identified changes
- Directly implement changes such as creation and maintenance of roles, profiles, hierarchies, custom fields, objects, record types, validation rules, process flows, email templates, page layouts, reports and dashboards
- Manage development team to implement larger more complex system improvements.
- Manage and improve data quality, system integrity, and security
- Proactively identify process or system improvements
- Clearly communicate technical changes and recommendations to users on a regular basis
- Run internal trainings on new and existing features.

### Salesforce Administrator/Technical Project Lead
Dumbarton Oaks-Harvard University

May 2016 – May 2018
Georgetown, Washington D.C.

- Performed as project lead to implement Salesforce platform from scratch, including product procurement, requirement gathering, licensing, configuration, implementation and administration.
- Gathered Business Requirements from clients and transform them into technical specifications.
- Collaborate with clients and vendors and oversee the project to meet the timeline.
- Expertise in implementing Force.com design, development, test and deploy custom objects and enhancements, Page layouts.
- Configured workflow rules, process builder and email templates to automate business process.
- Created and maintained Community Sites for end users. Created an online reservation system for users to reserve lunches in the in-house restaurant.
- Implemented a Salesforce based security alert system using tool SMS magic.
- Performed Duplicate data management using CRM Fusion tool.
- Analyze and define the importing and exporting of data to and from disparate systems into Salesforce using Data Loader import.
- Integrated other apps and tools with Salesforce using API's namely Cvent, Campus Embark, Eventbrite.
- Maintain Profiles, Groups, Permission Sets for the Salesforce enviroment.
- Maintain the system health check and perform updates both on Production and Sandbox environments

### Database and Web Developer
Dumbarton Oaks-Harvard University

May 2014 – May 2018
Georgetown, Washington D.C.

- Technical Project lead for Database related projects and cloud based web-database projects.
- Configure, optimize, convert, and/or support existing Databases and CMS (for instance Filemaker Pro and EmbARK).
- Implemented an event management system called Cvent and configured online payment system for events.
- Evaluated and implemented system used to manage application cycle for fellows called Campus Embark and integrated that with Salesforce.
- Customized and implemented a facilities management system called Fiix, used for inventory management and ticket management for Facilities department.
- Analyze and define the importing and exporting of data to and from disparate systems.
- Collaborate with staff and scholars to help to ensure transition and/or implementation of digital humanities projects in the web CMS, databases, and other platforms.
- Establish security administration, Database backup and Recovery systems, Workflow, and Revision control.
- Design, develop, and test the ETL framework and processes to build appropriate data structures, e.g. custom content types, in the CMS, Plone.
- Test new applications, and migrate and upgrade existing applications, as needed.
- Troubleshooting and support to database projects and maintain the issue/ticket system.
- Follow standard Software Development Life Cycle for in-house CMS and Database development.

### Database and CMS Specialist
Dumbarton Oaks-Harvard University

October 2011-May 2014
Georgetown, Washington D.C.

- Plan, Develop, and Implement new Databases and assist in Web Application development in close collaboration with the web developer and other staff members.
- Develop Python and/or SQL scripts to extract, transform, and load data.

- Customized and maintained an online image repository containing more than 50 thousand images and its metadata.
- Managing parameters and monitoring performance to ensure fast query responses to front-end users.
- Ensure functional and stable APIs with the CMS and other web applications.
- Management overview of installation, configuration, maintenance of, and user support for, the CMS and a variety of web applications, including wikis, newsletters, staff intranet tools, online exhibitions (Omeka), etc.
- Collaborate with the web team to research, evaluate, select, and implement software to support web initiatives.
- Create and help maintain the Plone Login Directory for staff, fellows, and interns. Maintain Groups/Permissions for different sections of the site for all the website users.
- Provide troubleshooting and support to website users and advance and maintain the ticketing/issues software.

***Graduate Assistant***                                                October 2010-June 2011
Graduate Student Life                                    University of Maryland, College Park
- Manage and maintain Graduate Student Life (www.gsl.umd.edu) and Graduate Handbook (www.union.umd.edu/gh/) websites, including the interface with the University main web page.
- Using technologies like Adobe Dreamweaver and PHP, MySQL, CSS and JavaScript.
- Design online web-forms for registration and ticketing for various events on a timely manner.
- Produce and coordinate a Marketing Plan for the department programs.
- Assist the Coordinator with planning and implementing programs and services.
- Provide Event Management support for the Monthly Social series events.

***E-RESERVES Student Assistant***                                      October 2009-May 2011
McKeldin Library                                         University of Maryland, College Park
- Update and maintain BlackBoard/ELMS and reserves database.
- Interpreting copyrights policies and processing copyrights payments.

## TECHNICAL SKILLS

**Salesforce Tools**: Data Loader, CRM Fusion tools, SMS Magic, Photo Uploader, Visualforce, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Formulas, Validation Rules, AppExchange
**Languages**:  PHP, Perl,Python, HTML, CSS, SQL, JavaScript
**Database Platforms**: MySQL, FileMaker, Oracle, Zope,
**Software**: GitHub, MS Office, MAMP (for Mac) and LAMP Server

## Projects

### CVENT-Technical Lead for Implementing Event Management System
- Implemented event management system from procurement phase to configuration, testing and maintenance phase.
- Implemented Online Payment System via Cvent.
- Integrated Cvent with in-house CRM i.e. Salesforce using API.

**Fiix-Technical Lead for Implementing Facilities Management System**
- Configured and customized a cloud based system for facilities inventory management and issue management.
- Maintained user database and troubleshoot issues related to the system.

**Campus Embark-Technical Lead for Implementing Online Application System**
- Collaborated with vendor and in-house staff to implement an online application system for fellows to apply for fellowship.
- Customize the application to meet in-house needs and design export templates to integrate with Salesforce.

**Develop Byzantine Online Seals Catalogue**
URL: http://doaks.org/resources/seals
- Designed the Structure of the Database Content Type of the Byzantine Seal by gathering User Requirements using Python and CSS.

**Implementation of Asset Management System**
URL: http://atom.doaks.org/icaatom/
- Develop a Custom Plugin in the Atom Software for VRA Metadata Standard using PHP in Symfony Framework.
- Implement and Maintain the ICA-Atom Software on Amazon Cloud Services.
- Database Administration for the MySQL Database.