



NISHTHA TILLOO

SOFTWARE ENGINEER

PROFILE

I am Salesforce Developer with a 2.1-year background working with Salesforce CRM. In-depth understanding of Salesforce and its opportunities and successful at explaining complex technical details in layman's terms and advising clients on relevant resources to achieve individual goals. Hardworking and efficient with superb time management and problem-solving abilities. Exceptional coding talents with proficiency in various coding languages, including JS and Apex. Adept at creating cloud-based applications and analyzing company processes.

ABOUT

Nationality: Indian
Date of birth: 20-Aug-1996
Languages: English, Hindi, Marathi

CONTACT

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SUMMARY

- Salesforce certified Platform Developer I, Salesforce Administrator and Platform App Builder.
- Proficient in Einstein chatbot design and development as part of TE Connectivity project POC implementation.
- Designing, implementation and deployment of Salesforce community for Kaseya-Spanning migration.
- Skilled in Salesforce CPQ and have hands-on experience with Advance approvals.
- Hands-on experience in Docusign and Conga Composer.
- Skilled in implementing Apex classes, VF pages, Lightning components, Batch apex, Schedule classes, Queueable classes, Future methods and Invocable methods.
- Proficient in building business logic in salesforce using declarative programming like Visual Flows, Validation rules, Formula Fields, Workflow Rules, Approval process, Lead Assignment Rules and Process Builders.

KEY SKILLSETS

Technology: Salesforce CRM, Sales Cloud, Service Cloud, Community Cloud, Einstein Chatbot, Lightning, Managed packages (Salesforce CPQ, Advance Approvals, Conga Composer, Docusign, Full Circle Response Management, Distribution Engine), Microsoft Excel, Microsoft Power Point, Data Loader, Workbench

Programming Skills: Apex, Core Java, JS, HTML, Visualforce, Lightning

Database: SOQL, SQL

WORK EXPERIENCE

KASEYA MIGRATION PROJECT

Feb 2019 – Current (Zensar Technologies)
Role – Technical Lead/Developer/Admin

Integrating business process for Kaseya. Migrating CRM platforms from Hubspot CRM, Close.io CRM and Salesforce CRM to Salesforce CRM.

ADDRESS:

804-E, Tulip, Suyog Nisarg, Wagholi
Lohegaon Road, Wagholi, Pune –
412207, MH, India.

HOBBIES

Table Tennis
Tabla/Djembe/Cajon
Dance

Technology:

Salesforce CRM, Data Loader, Workbench, Sales Cloud, Community Cloud, Force.com

Contribution/Highlights:

- Integrating business process for Kaseya clients (ID Agent, IT Glue and Spanning) with Kaseya's business process.
- On-click functionality to Close opportunities and Insert subscriptions on Opportunity (VF page, Apex Controller, Button).
- Achieving manual sharing of Lead functionality using Trigger and Apex class.
- Automating Opportunity and Account Team member creation.
- Automating Contract Renewal process (Touchless Renewal) – creation of Renewal Quotes, QuoteLines, Orders, Contracts and Subscriptions using Batch apex, Queueable apex and Schedulers.
- Updating Account fields to display Subscription products (onInsert Trigger on Subscription)
- Automating Sales process (Sync 2.0) – Creation and conversion of Lead to Account, Contact and Opportunity, creation of Quotes, QuoteLines, Orders, Contracts and Subscriptions (Batch Apex, Schedulers, Triggers)
- Community creation and deployment
- Users, Profiles, Permission sets creation and configurations.
- Advance approvals creation and configurations.
- Salesforce CPQ configurations (Product setup, Product Rules setup and Price Rules setup).
- Creation of Visual Flows, Process builders, Validation Rules and workflows.
- Configuration of Conga composer and DocuSign.
- Creation of page layouts, fields, buttons.

EINSTEIN CHATBOT (POC)

Nov 2018 – Jan 2019 (Zensar Technologies)

Role – Developer/Admin

Einstein chatbot is AI bot provided by salesforce to increase customer service experience by providing fast responses and solutions.

Technology:

Salesforce CRM, Force.com

Contribution/Highlights:

- Implementation of pre-requisites for Chatbot.
- Using community as well as Force.com website for Chatbot deployment.
- Implementation of retail-based business use case like getting order status, Cancellation of order, Stock Enquiry, Returning Order, FAQs and Transferring to agent.

- Implementation of Flows and Apex Class to perform DML operations.
- Dynamic display of options for customer using apex classes and flows.
- Designing the flow of a Chatbot based on user inputs.
- Creating Intent sets based on the scenarios.
- Power point presentations on Working and design of Einstein Chatbot.

PROFILE COMPARATOR (POC)

Aug 2018 – Nov 2018 (Zensar Technologies)

Role – Developer/Admin

Profile Comparator is application developed by Zensar to compare different profile permissions for same profile from different orgs.

Technology:

Salesforce CRM

Contribution/Highlights:

- Re-engineering the design to resolve the Apex heap size limit.
- Implementation of asynchronous method/job to fetch metadata.
- Using SOAP API for integration with different Salesforce orgs.
- Implementation of new functionalities in Profile Comparator.