



Miss. Uttara Narwade

Salesforce Developer

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Professional Summary:

- Master of computer application with 1+ year of IT Experience as Salesforce developer majorly in Salesforce.com platform as Salesforce Developer.
- Majorly worked on Application Development with Apex and Lightning Component development and Salesforce Administration.
- Salesforce.com experience includes Salesforce.com Configuration like Workflow Rules, User Profile, Roles, Business processes, Record Types, Page Layouts, Reports and Dashboards, Monitoring, Validation Rules, Approval Process, Security Implementation, Case Management, Knowledge Management, Import Wizard, Apex Data Loader, Chatter, Lightning Process Builder and custom apps.
- Result oriented team player, and takes complete ownership of successful project delivery, help and mentors the team in achieving goals.
- Delivered projects on Salesforce.com Sales Cloud, Service Cloud and Force.com platform, Data Migration, Salesforce Platform Support and Release and Deployment using Change Set.
- In depth technical knowledge industry standards, best practices in areas of Salesforce Implementation, Consulting, Administration and Support front.
- Experience in Writing Apex classes , Writing Apex Triggers.
- Experience in reviewing code, debugging and fixing the apex code.

Experience Details:

Organization	Designation	Duration
Net Gyani IT Services Private Limited	Salesforce Developer	June 2019- Till Date

Certifications:

- Copado Certified Administrator (certification ID:000960)
- Salesforce Certified Platform Developer I (Certification ID:21344537)

Education:

Degree/Diploma	University/Board	Year of Passing
Master of computer application	Savitribai Phule Pune University	2019
Bachelor of computer application	Swami Ramanand Teerth Marathwada Nanded University	2016
HSC	Amravati Board	2013

SSC	Amravati Board	2011
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Technical Skills:

Programming Language	Java, Apex, Lightning Component, Trigger, visualforce
Web Technologies	HTML, CSS, JavaScript, bootstrap.
Data Base	My SQL.
Operating System	Windows 95/98/2000, XP, Mac, Vista, Win7, Win8
CRM	Salesforce.com CRM

Work Experience:

Project # 1:

Project Title	Service cloud Implementations.
Project Domain	Banking /Finance
Duration	July 2019 – Nov 2019
Solution	Salesforce.com Implementations, Administration, Support, Data Loader & Reports.
Designation	Salesforce Developer/Administrator
Team Size	5
Environment	Salesforce.com CRM

Roles and Responsibilities:

- Conducted requirements workshops with customer and gather requirements for Service Cloud Implementation.
- Worked on solution design to map complex business requirements with salesforce.com functionality.
- Implemented Service Cloud application (Console) with Configuration and Development
- Contributed in Unit Testing and System Integration testing.
- Deployment of Salesforce.com solution with the help of Change Set and Migration tools.
- Contributed to Data Cleansing, Data Loading and Exporting.
- Worked on Reports and Dashboards to provide real time inside of Data to organization.
- Resolve Salesforce.com CRM administration support issues.
- Work on L1 and L2 incidents and provide resolution to complex business requirements.
- Work on Workflow Rules, Approval Process, Page Layouts, Record Types, Monitor Audit Trail.
- Involved in Change Management and Incident Management process.
- Prepare Daily, Weekly and Monthly Reports for management review.

Project #: 2

Project Title	Sales Cloud Implementation
Project Domain	Telecom
Duration	Feb 2019– Till Date
Solution	Salesforce.com Sales Cloud Solution
Designation	Salesforce Developer/Administrator
Team Size	5
Environment	Salesforce.com

Project Description:

Client had traditional sales and Marketing Process for creating and managing Campaigns, Lead and Opportunities. All prospects were captured on legacy systems, Excel sheet and on paper. It was very complicated process to convert leads to opportunity and close deals. There was no standardized process of deal closure and Quote generation. There was no data at one place and it was spread across different locations and different teams. We at Net Gyani proposed the client to implement Sales Cloud for streamline business process and standardise automated approval of quotes in order to increase lead conversion and sales intern.

At Net Gyani we have implemented Salesforce.com Sales Cloud Solution for automated lead capture from website, Social Media and Streamline lead conversion process providing record visibility across the teas using Salesforce Security Model. We also implemented sales process which suits client's business process with automated workflows, triggers and Approval process and implemented sales console for providing 360 view of customer's data and real time insights using sales reporting and Dashboards.

Roles and Responsibilities:

- Conducted requirements workshops with customer and gather requirements for Sales Cloud Implementation.
- Worked on solution design to map complex business requirements with salesforce.com functionality.
- Implemented Sales Cloud application with Configuration and Development
- Contributed in Unit Testing and System Integration testing.
- Deployment of Salesforce.com solution with the help of Change Set and Migration tools.
- Contributed to Data Cleansing, Data Loading and Exporting.
- Worked on Reports and Dashboards to provide real time inside of Data to organization.
- Worked on writing trigger for complex business logic.
- Developed Visualforce pages based on the requirements.

Personal Information

Name	Uttara Narwade
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Contact Number	+918605489952
Languages	English, Hindi, Marathi
Current Location	Pune, Maharashtra

Place: Pune

Date:

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