**Professional Summary:**

* Over 4/1 plus years of experience in IT industry including more than 1/5 years of experience in Salesforce.com CRM platform.
* Experience in use of Standard and Custom controllers of Visual force in development of custom
* Salesforce pages as expected by business requirements.
* Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to the

Governor limits.

* Participated in all stages of Software Development Life Cycle (SDFC) i.e., System Analysis, Design, Development and Testing Expertise.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
* Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.
* Having knowledge Apex classes using other platform based technologies like Visual force, Force.com IDE.
* Experience in creating various Reports (summary reports, matric reports, pie charts, dashboards and graphics) and Report Folders.
* Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
* Experience in using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

|  |  |
| --- | --- |
| SFDC Technologies | * Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, * Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE |
| Languages | * APEX, Visualforce |
| Tools & Technologies | * Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| Operating systems | * Windows 98/NT/XP/Vista/7/8, Windows 10 |

**Professional Experience:**

**Service Area: Salesforce**

**Role: Developer**

**Location: Mumbai, India**

**Client Description: Anheuser-Busch InBev**

**Project Description:**

ABInBev is a Brazilian-Belgian multinational drink and brewing holdings Company based in Leuven, Belgium. Additional main offices are located in São Paulo, New York City, London, St. Louis, Mexico City, Bremen, Johannesburg and others.

The company was enlarged in October 2016 when AB InBev purchased SABMiller and concluded a merger of the two entities. It was the world's largest brewer even before the acquisition of SABMiller and is considered one of the largest fast-moving consumer goods companies in the world.

**Roles and Responsibilities:**

* This project is from scratch. Developing Consumer Care application which includes complete case management process. This app is implemented for 11 countries where cases are created from different channels like email, phone, walk IN and web cases.
* Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
* Customized page layouts for Case and Contacts depending upon user profiles and created permission sets where necessary.
* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Responsible for setting up Filed Level Security.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, person accounts, cases and solutions.
* Created and used Email templates in HTML and Visual force.
* Involved in end-to-end testing and gathering feedback from business users
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

**Technical Environment:**

Salesforce.com platform, Apex, Data Loader, Workflow and Validation Rules, Reports and Report Types, Custom Objects, Tabs, Email Services, Security Controls.

**Project: BPER DBM**

**Role: ETL Developer**

**Location: *Mumbai, India***

**Description:**

BPER Bank started Dynamic Balance Sheet Project.

BPER needs to create an integrated platform in order to forecast balance sheet.

**Responsibilities:**

* Following Agile methodology as a project development lifecycle
* Analyse the Integration Layer, Foundation Layer & Access Layer document & as per requirement execute sql scripts on SQL developer.
* Worked on Create scripts, Views & procedure.
* Using Demiurgo(internal tool) imported/exported of mapping as well as workflows in Informatica repository
* Using Data Generator tool generated Test Data for SIT execution.
* Working on Data quality control.
* Using Informatica to develop workflows as per requirement.

**Environment:**

Informatica Power center 10.2.0, Informatica Developer, SQL developer, Oracle 12C, Jira.

**Project: DTAG Mobile**

**Role: ETL Developer**

**Location: *Mumbai, India***

**Description:**

* DTAG refers to the Deutsche Telekom Pvt. Ltd. account which is a major Telekom Company in Europe.
* DTAG Mobile provides Data Warehousing & Business Intelligence to T-Mobile Deutsche Telekom.
* T-Mobile data warehouse provides management of various reports in billing, subscriber, processes and sales areas.

**Responsibilities:**

* Analyse the business requirements by understanding the solution specification SSP.
* Creating technical documentation ASP which includes functional and technical specifications.
* Designing the model of requirements in Meta data model using Sybase power designer.
* Developing Oracle PLSQL views, functions, SQL scripts to facilitate the functionality for various modules.
* Test data preparation against the interface specification document.
* Executing unit cases and system test cases per test plan.
* Involved in preparing a review installation package for the application.
* Creating and reviewing installation plan documents like installation handbook.
* Involved in the continuous enhancements and fixing of production incidents.
* Also working on Migration jobs for already existing Abinitio jobs, that is migrating Abinitio jobs to PL SQL jobs as a project requirement.
* Grooming new team members, fresher to understand project process.

**Environment:**

Windows 2007 enterprise, Sql developer, Oracle 11g, Putty, UNIX, ClearCase.

**Qualification Details:**

* **Completed Bachelor of Engineering in Computer from Vidyaverdhini’s college of Engineering and Technology, Mumbai (2012-2015) with 68 %.**
* **Completed Diploma in Computer Technology from Bhausaheb Vartak Polytechnic (2009-2012) with 80.97%.**
* **Completed SSC from Adarsh Vidyamandir, Mumbai(2009) with 82.46%**

**Personal Details:**

* **Name** : Kirti Hareshwar Patil
* **Gender** : Female
* **Marital Status**: Single
* **Date of Birth** : 29 December,1993
* **Nationality**  : Indian