**PALLAVI GADHVE**

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**Summary:**

**Salesforce Technical Consultant** with around 4.5+ years of professional experience in the IT Industry.

* 3 years of Salesforce experience.
* Expertise on Configuration, Customization, Development of Salesforce.com platform.
* Accountable for gathering and analysing the requirements of a project.
* Strong hands on Salesforce Security setup using Profiles, Permission Sets, OWD, Role Hierarchy, Sharing Rules, Process Builder, Workflow, Assignment Rules, Validation rules, Assignment Rules, Data Migration.
* Versed in building Process, Profiles & adding segments to the profiles, element mapping in Maps, testing the process, process deployment & execution, Adding pre-defined functions to Maps, adding filters to the operation present in the connector for dell boomi.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Hands on experience on Conga Template which include Conga Composer, Conga Query ,Conga E-Sign and DocuSign.
* Hands on experience of Live Agent implementation for various business requirements.
* Hands on experience using Einstein Bots for live chat.
* Hands on experience using Dell Boomi for data transformation and data import.
* Developing reports, dashboards, and processes to continuously monitor data quality and integrity.
* Proficient in deployment using change sets.
* Possess good analytical, problem-solving skills, ability to meet deadlines, and work on multiple projects.
* Capable of quickly learning and delivering solutions as an individual and as part of a team.
* Good Experience in implementation of application using HTML, CSS.
* Experience in Development and Administration of Salesforce CRM using Apex Classes, Batch Apex, Apex triggers, Visual force, Force.com API.
* Comfortable working in a group environment as well as an individual developer.
* Code optimization with respect to governor limits of Salesforce, Unit tests code coverage & deployments.
* A good communicator with ability to work in a team and work according to deadlines.

**PROFESSIONAL EXPERIENCE:**

* Currently working with **Blue Flame Labs,** June 2018 to Till Date.

**Certifications**

* Salesforce Certified Platform Developer.
* Salesforce Certified Administration.
* Salesforce Certified Conga Composer.

**TECHNICAL EXPERTISE:**

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| --- | --- |
| Sales Force Technologies: | Sales Force CRM, Salesforce.com,Conga Composer, Communities, Salesforce CPQ, Live Agent, Docusign, Apex, Visual force, Triggers, Schedule Apex, Batch Apex. |
| Sales Force Tools: | Force.com IDE, Workbench, Excel ,Data Loader, Force.com |
| Programming Languages: | APEX. |
| Web Technologies: | Visual Force, JavaScript, HTML, CSS. |
| Management Tool: | Apex Data loader. Dataloader.IO. |

**EDUCATIONAL QUALIFICATION:**

* BE in Computer Science and Engineering from JIT Nagpur

**PROFESSIONAL PROJECTS:**

**Project#1 :** Undisclosed

**Role :** Technical Consultant

**Description:**

* Worked on **Conga Composer** where the client wanted to build templates based on the business requirements.

**Responsibilities:**

* Responsible for coordinating with the end-client/ project managers, in order to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
* Responsible for creating conga queries, conga templates using template builder.
* Responsible for creating appropriate templates using conga merge fields.
* Responsible for testing the newly created queries & templates.
* Responsible for applying the necessary logic using conditions in conga to render data as per specification.

**Project#2 :** Undisclosed

**Role** : Technical Consultant

**Description:**

* Worked on **SF** **Communities** where the client wanted to use/add knowledge Articles & assign necessary permission to the appropriate users to access data.

**Responsibilities:**

* Responsible for providing necessary permission for community users.
* Responsible for creating knowledge articles which can be access directly in communities.
* Responsible for managing the community layout.
* Responsible for creating community users & granting them the necessary access.

**Project#3**            : Undisclosed

**Role**                       : Technical Consultant

**Description:**

* Worked on **Dell Boomi** where the client wanted to create Connections, Process, Profiles & Mapping to complete the data flow of an EDI document to the destination.

**Responsibilities:**

* Responsible for creating connectors in the start shape.
* Responsible for creating XML profiles &amp; adding the segments to the said profiles.
* Responsible for adding instance identifiers, wherever required, to the above-said profiles.
* Responsible for mapping the elements present in the profiles. i.e from Source To Destination
* Responsible for setting file properties using set properties shape.
* Responsible for creating folder structured hierarchy in dell boomi for storing the appropriate profiles.

**Project#4** : Undisclosed

**Role** : Technical Consultant

**Description:**

* Worked on **Salesforce CPQ** where the client wanted to create Product rules & Price rules so that products are rendered with respect to the product package having appropriate pricing.

**Responsibilities:**

* Responsible for coordinating with the end-client/ project managers, in order to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
* Responsible for overall configuration i.e. creating Product & Price Rules.
* Responsible for Testing the necessary configurations.

**Project#5** : Undisclosed

**Role**  : Technical Consultant

**Description:**

* Worked on **Data Loader** where the client wanted to import data in SF environment.

**Responsibilities:**

* Responsible for Analysing the data provided in the CSV & formatting the same.
* Responsible for Correcting the Data provided & use Vlookup for fetch data as per requirement.
* Responsible for successfully importing the Data with Minimal error.

**Project#6** : Undisclosed

**Role** : Technical Consultant

**Description:**

* Client wanted to implement **Live Agent Configuration**.

**Responsibilities:**

* Setup Omni channel settings.
* Setup Live Agent settings.
* Build Web to Case form.
* Build Pre-chat and offline form.
* Setup connectivity between Live Agent and Salesforce .

**Project#7**             : Undisclosed

**Role**                   : Technical Consultant

**Description:**

* Client Wanted to Setup Process of generating Invoices when an Opportunity is closed.

**Responsibilities:**

* Created Object structure and fields.
* Created Process Builder to create invoice on opportunity closer.
* Created workflow to send reminders  if invoices were not paid.
* Creates email alerts and email templates.
* Created Visualforce Email Templates.
* Created Web to Case form.
* Created Reports and Dashboard.

**Project#8 :** Undisclosed

**Role :** Technical Consultant

**Description:**

* Worked on **Einstein Bots** where the client wanted to build chat with live agent based on the business requirements.

**Responsibilities:**

* Setup Einstein Bots setting.
* Created Chatbot dialogs.
* Created questions and conditions.
* Setup Embedded Service Deployment.
* Build flow and used from Chatbot.

**PROJECT#9** : Undisclosed

**Role**  :Salesforce Developer.

**Description:**

* The organization needed a Force.com cloud application which could centralize all of its Property Compensation to agents. This project where we have implemented and developed custom apps using force.com for managing properties and calculate commission split for Agent. Property compensation commercial real estate provides brokers powerful, flexible tools for deal management and back-office operations.

**Responsibilities:**

* Involved in creating Users, Profiles, Roles.
* Involved in designing Reports and Dashboards.
* Creating and configuring Custom Objects.
* Developing Workflow rules, Approval process and Validation rules.
* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Developing Triggers, Visual force pages and Apex classes and writing test cases for them.
* Involved in creating the Objects, Tabs, Fields, and Formulas.
* Import/Export records to Sales force via data loader.
* Developed application using Apex Controller, Visual Force pages & Ajax.
* Customizing Documents Email Alerts, Mail Templates.
* Delegate tasks to other team member and ensure timely & quality delivery.
* Develop the requirement in Developer environment and perform testing of the application.

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