PIYUSH DONGRE

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Career Objective

Seeking a challenging position in a company that offers immense scope for the professional growth, learning, leading and enriching my competencies

Experience Summary

- 8 years of professional experience as a CRM Expert, with experience in **Salesforce CRM** as Developer/Admin/Technical Lead

- Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support, Service cloud, Business processes and recommended solutions to improve their processes using salesforce.com

- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards

- Experience in data migration using Import wizard, Apex Data Loader

- Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity, Helped in designing and producing highly accurate quotes using CPQ

- Understanding Client Requirements and gathering the requirements , functional requirements

- Scope and Project Definition

- Advanced Problem solving abilities and solving the queries of the team

- Good working knowledge in Querying salesforce.com database using SOQL and SOSL queries

- Strong knowledge on ETL tools and data analysis, data stage

- Strong working knowledge on Informatica tool

Technical Skill Sets

- Domain   : CRM
- Language   :Apex,VisualForce, SOQL,SOSL
- Tools   : Apex Data Loader,DataStage,Sas,Informatica
- Web Technologies   : HTML, JavaScript

Certifications

- Salesforce Certification – App builder (Dev 401), Admin (201) Platform Developer 1 , B2b Commerce (Admin) , B2b Commerce (Developer) , Copado DeveOps Admin
- Sas

Educational

- BE(Information Technology) from RGPV University BHOPAL 2009-13
- Post-Graduation Program In Business Intelligence from NIIT-INDORE 2013-14
- 6 Months Internship from NIIT (November 2013 – March 2014)

Experience Details

Organization: T-systems.com

Project 1 – DIAMER (Salesforce B2B)
Role – Salesforce Senior Lead, Salesforce B2b Developer, Salesforce BA
Technology – Salesforce.com platform, Lightning
Methodology: Agile
Client – TUV – Germany

Responsibilities: We need to build custom solution so that cases will be closed and tracked in a better way, we have designed the service cloud console as per a client need to display the useful information as required by client in a batter way, custom object creation, profile and permission sets most of the admin stuffs are part of my bucket as an offshore team

Project 2 – B2B Commerce Cloud (Cloud craze - Current Project)
Role – Salesforce Senior Lead, Salesforce B2b Developer, Salesforce BA
Technology – Salesforce.com platform, Lightning
Methodology: Agile

Responsibilities: Currently we are responsible for admin and development stuffs of commerce cloud B2B environment and we are getting the task like building the storefront for different locale which support different languages and the currency, with proper permission assigned to the user related to that specific locale, some customization work like changing the UI of different standard B2B pages, adding custom fields, calling CCRZ API. Part of the SFCC implementation team we need to customize the storefront as per client demads.Work includes design, development and testing of APEX classes, triggers and Visualforce pages, design templates for storefronts across multiple staging instances. Design the UI of cloud craze template using handlebar JS, jQuery.

Project 3 – TUV – REHIENLAND
Role – Salesforce Data Analyst, Salesforce Analyst, Salesforce BA
Technology – Salesforce.com platform, Jitterbit , Data loader , Data loader.io
Client – TUV – Germany

Description:

- Data migration from external systems to salesforce
- Creating Single page application using Lightning app builder
- Using and creation of chat bot for salesforce user supports
- Management and deployment of the org
- Use of jitter bit tool for data mapping
- Creation of Email templates and flows and process
- Creating a dynamic approval process for approval and rejection based on user input

Organization: Think Smart Solutions

❖ **Project – Jinya Connect**
  Role: Salesforce Admin, Developer, Business Analyst
  Technology: Salesforce.com platform, Data Loader
  Client: Jinya
  Work Location – Japan , Kanagawa prefecture
  Visa details – 1 year - 29-07-2018 to 29-07-2019

  Description:

- Making New Reservation through the Jinya connect app build in salesforce
- Worked at client location in Japan with client on the specific requirements and functionalities , upgrading the product and providing new solutions in salesforce
- Generating Bill , Invoice for the reservation and utilities used by the guest in Japanese
- Performing bulk reservations , Adding various products in the app of Jinya
- Providing new solutions as for the improvement of the application to make more user friendly and easily accessible
- Understanding of Hotel Industry Domain , And its functioning
- Having various objects and fields in the application according to the Japanese hotel industry and their relationships
- Designed and delivered project plans to the customer
- Management of the development team and deployment team , alignment of priority and mentoring the resources
- Showed excellence in trouble shooting upgrading and the delivery of required functionalities and modules

Organization: Opus Software Technologies Pvt. Ltd.

❖ **Project -Merchant Onboarding**
  Role: Salesforce Admin, Developer, deployment
  Technology: Salesforce.com Platform, Visual Force Page, Apex Data Loader
  Client: Western Union

  Description:

- The process of adding the new merchant in a payment gateway system so that merchant can access their API and test the payment gateway is called as merchant on boarding.
- A merchant needs to be on boarded using salesforce
- A merchant needs to go under certain set of approval`s before onboarding it through salesforce

- Certain set of users (CSR) can view the merchant which have been on boarded in salesforce
- Report generation for Merchant Display graphical representation for reports weekly/ monthly reports etc.

Responsibilities:

- Created Custom objects to build new application functionality in the Salesforce.com.
- Developed Apex Classes, Visualforce pages& Triggers to implement the business logic as per the requirements.
- Developed SOQL and SOSL queries to get data from different related objects.
- Created workflow rules and defined related tasks, profiles, roles, users, email alerts, filed updates to implement business logic.

❖ **Project - Dispute Management**
   Role: Salesforce Developer
   Technology: Salesforce.com Platform, Visual Force Page, Apex Data Loader

   Description:
- Dispute management system which helps to automate the end to end settlement and dispute management for payment processors.
- The solution has options to define user roles, merchants, currencies, reason codes and action codes.
- It supports infinite number of fee profiles to enter both settlement fees and dispute management charges.
- Customizable dashboard provides an extensive view of the data for monthly and MIS reporting.

   Responsibilities:
- Worked with the user group for requirement gathering throughout the Planning and Requirement Phase.
- Getting the log from the Merchant and further processing the system and raising the retrieval request.
- Created Custom objects to build new application functionality in the Salesforce.com.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files, checking for the correctness of the data.

❖ **Project -Salesforce Organization Health Accelerator**
   Role: Salesforce Developer
   Technology: Salesforce.com Platform, Apex Data Loader
   Client: MoneyGram

   Description: MoneyGram's, include Check orgs overall health with Salesforce Org Health Accelerator as well as assessing the recommendations on how to improve

Understanding of technical debt and performance issues. The customer Org is mature and has had multiple development teams working on it over the years and they want to understand how much technical debt they have,

Responsibilities:

- Worked with the user group for requirement gathering throughout the planning and requirement phase
- Created new User Accounts, Agent Profiles and assigned Profiles as per their role in role hierarchy.
- Defined Org wide default to restrict access from users/agents
- Customized Page layouts for Standard/Custom objects and assigned Record Types
- Created Data Validation rules and Formulas as per business requirement
- Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Reports, and Dashboards
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates
- Created Reports and Dashboards
- Created Email templates with HTML and Visualforce
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data

- ❖ **Project 4:Roughieking Mobile**
- ❖ **Organization:** Tvesa Software Technology

  Technology: Html ,Css, Sql

  Responsibilities:
  - Implementation of different features and bug fixing
  - Installation and Configuration of Application
  - UI Designing
  - Web Service consumption for retrieving data
  - Unit testing

- ❖ **Project 5 : Health Domain**
  Technology: Sas ,Sas V9 , Data Stage , Data Loader

  Responsibilities:
  - Extract and transformation of data
  - Creating jobs and scheduling them
  - Import and Export of large data sets
  - Use Of ETL Data Stage

Personal Details

Date of Birth   : 23 August, 1990
Gender   : Male

Marital Status   : Single

Current Address   : Prime - 404 cosmos ,Magarpatta - Pune