PRIYANKA JADHAV

**Email:** priyanka.ja10@gmail.com

## Professional Experience: 6.9 years in IT.

**Salesforce Consultant:** From October 2019 till present at **Protegrity India.**

**Senior Salesforce Consultant:**  From November 2018 till July 2019 at Smartic Info for **Accenture Client Philippines.**

**Application Developer**: From October 2017 till October 2018 at **Quantility Business Solutions Pvt. LTD**.

**Associate Consultant:** From October 2014 till October 2017 (3 years) at **Capgemini Consulting India Private Limited.**

**Research Associate**: From August 2014 till October 2014 (3 months) at **Lester Infoservices Pvt. Ltd**.

**Internship**: From May 2014 to June 2014 (1months) at **Securens Systems Pvt. Ltd**.

## Certification:

* Salesforce Administrator 201
* Salesforce Platform Development-1
* Professional Scrum Master-1

## Current Responsibilities:

**Salesforce Development Summary:**

* Analytics- Creating custom reports, creating dashboards, Creating report types
* Importing and exporting large volumes of data using Data Loader.
* Approval process & workflow Creation.
* Primary system administrator and application configuration expert for Salesforce.com
* Data cleansing, report/dashboard creation and marketing campaign technical support.
* Build and maintain workflow and validation rules, customization of page layouts and record types.
* Build and maintain user roles, security profiles, access rights and hierarchy structure.
* Translate end-user requirements into an easy-to-navigate front end process.
* Participates in continuous process improvement efforts related to the design and programming of functionality.
* Integrates SFDC with other third-party applications and data-driven processes.
* Maintains SFDC releases and upgrades to prevent user downtime.
* Support daily operations of a 100+ user system including maintaining users, profiles, Roles, security.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Proactively manage expectations of internal and external stakeholders around product roadmap, releases and priorities.
* Identify opportunity for process optimisation, process redesign, or development of new process/policies to reduce cost, improve quality or drive revenue growth through new functionality.
* Define the product strategy in collaboration to ensure alignment on company objectives & eBay Classifieds Group vision over the long and short term; take ownership and make decisions on priorities.
* Actively involve technology, UX, business stakeholders and other disciplines early and throughout the discovery and delivery process.
* Foster and maintain key relationships with local business, product, and technology leaders to ensure transparency and alignment around key priorities, milestones and integrations.

## Project Details:

**Protegrity Inc :** Working as Salesforce Consultant in Protegrity Projects**.**

* Lightning End to End planning and work with team to implement requirements by using Lightning components.
* Define project scope, goals, risks, and deliverable to support Repeated and customer objectives in collaboration with senior management and stakeholders.
* Process Master / Facilitates the Scrum Process and played Scrum Master role within a team.
* Conduct project analysis and create a lessons learned report to identify best practices and opportunities for improvement on future projects.
* Delegate tasks and responsibilities to appropriate personnel.
* Identify and resolve issues and conflicts within the project team.
* Identify and manage project dependencies and critical path.
* Plan and schedule project timelines and milestones using appropriate tools.
* Track project milestones and deliverable.
* Transition from Classic to Lightning.

**Smartic Info for Accenture Client.:** Worked in Manulife CC2.0 project.

* Worked with Group Life Admin Management System (**GLAMS**) project automating excel into Salesforce system.
* Manage project delivery, meeting client expectation and to support client.
Handle escalations for external and internal stakeholders.
* Estimate the costs, resources and activities needed to achieve project goals to support the Business Development team in efforts to win new business.
* Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
* Establish and maintain clear communication channels with client and senior management to ensure that vital project information is exchanged between the right people at the right time.
* Set and continually manage project expectations with team members and stakeholders; seek and identify opportunities to add value for the customer.
* Develop and deliver progress reports, proposals, requirements documentation, and presentations.
* Proactively manage changes in project scope, identify potential concerns, and devise contingency plans.
* Define project success criteria and disseminate them to involved parties throughout project life cycle.
* Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work.
* Develop best practices and tools for project execution and management.

**Quantility Business Solutions Pvt Ltd** is NBFS money lender in UK and got opportunities to worked upon below projects.

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| **Sr. no 1** | **Project Name** | **Description** |
| 1 | **Creditsafe Integration** | * Creditsafe Integration is third party tool used to integrate with Salesforce to fetch the company as well as financial details.
* This integration can be done by using SOAP API for fetching the information from third party tool.
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| 2 | **Deal Qualifications** | * This is done by using Process Builder to check the qualifications for how much amount of loan.
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| 3 | **Referlist** | * This helps to caught the fraud customer while asking for loan for next time again.
* It will help to detect the fraud customer by using certain combination of customer to detect the fraud user.
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| 4 | **Creditwriteup compile view**  | * This project is about displaying Compiled view on Creditwriteup by developing VF page.
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| 5 | **SortCode Integration** | * This project is about integration of Salesforce with Sortcode third party to give bank details as response.
* This has been done by using REST integration.
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| 6 | **PF Loan Calculations** | * This project is responsible to deal with Property Finance loan calculation with respect to product.
* This is very critical as this also replacement of one paid app.
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**Capgemini PVT Ltd Roles and Responsibilities:**

* Prepared Technical Specifications based on business requirements workshops.
* Designed and customized visual force pages using controller extensions, custom controllers and standard controllers.
* Developed Apex triggers, classes to achieve user’s desired functionality and have written the dependent test classes.
* Involved in Deployment, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* 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.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force pages to develop custom business logic.
* Developed Visual Force Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages
* Analyzed requirements, Involved in the development of all modules.
* Involved in Unit Testing and Test Coverage for Triggers.
* Customized different page layouts and assigned them for different profile users
* Customized tabs for among different business user’s groups and centers.
* Creating Workflow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
* Design, develop and deploy Business Processes & Workflows on RunMyProcess cloud.
* Prepared various documents like Deployment documents, Unit test cases, Post Production User Manual, Handover Document, etc.
* Complete Development, Testing, Deployment & Maintenance of Business Processes.

## Technical Skill:

* Salesforce Technologies:
Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web Service, Visualforce Pages,

Visualforce Component and Controllers, Salesforce 1, Salesforce Communities, Chatter.

* Integration Tools:
Workflows and Approvals, Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Roles, Security, Field updates, reports.

## **Personal Information:**

* **Date of Birth** : 29th January,1992.
* **Languages Known** : English, Hindi, Marathi
* **Contact Number :** +91**-** 8369984729
* **Residential Address :** 501, Matruchaya apt, lalchakki water supply office , Ulhasnagar.

## Educational Qualifications:

* Bachelor of **Computer Engineering** from Terna Engineering College (University of Mumbai), Navi Mumbai.
	+ - Passed with First class
		- Year of Passing: 2013

## Extra-Curricular Activities & Interests:

* Web Designing for Avalon 2011 Intercollege Tech-Fest runner up.
* Volunteered for event Resonance 2K12 in Terna Engineering College.
* Participated in Resonance Techno Cultural Fest like Group Dance and also secured 3rd place in Rangoli Competition.