



# Pratiksha Jadhav

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## OVERVIEW

- Sound development knowledge on Salesforce.com using the Force.com platform and a good understanding of the CRM, Sales, Services life cycles and Development life cycles.
- Good Knowledge of developing Workflow rules, Process Builders, Apex Triggers, SOQL and SOSL queries Visualforce pages, Batch Apex, Rest Services, Salesforce Admin functionality, Security, Custom Settings, Permission, Users, Profiles, etc. on Salesforce.com.
- Extensive experience and knowledge in Salesforce CPQ and Billing.
- Worked on configuring the bundles, MDQ products, writing the complex product rules, price rules and QCP
- Worked on CPQ modules such as Contracts, Amendments and Renewals in CPQ
- Experienced in REST API integration.
- Experienced in Salesforce CPQ and Basic knowledge of Salesforce Billing.

## SKILL SET

- **OPERATING SYSTEMS:** Windows 10.
- **CRM:** Salesforce.com
- **LANG/TECH:** Apex, Salesforce CPQ, Visualforce, C, OOP, Python, JavaScript, HTML, CSS, REST, SOAP, DocuSign, Payment Gateway.
- **TOOLS:** Visual Studio Code, Postman, Data Loader, Workbench, MS Office.
- **SALESFORCE CPQ:** Product Bundles, Configurations, Product Options, Option Constraints, Price Rule, Product Rule, Discount Schedules, Configuration Attribute, Guided Selling, Quote Templates, Quote Contents, QCP and PSP, Advanced Approvals, Contracts and Orders, Amendments and Renewals, Standalone Products, MDQ Products, Price books

## EXPERIENCE

US Based Firm

Mar 2022 – Till Date

**Role:** Salesforce Developer

**Description:** A company that provides installation and services of ADT-monitored security systems. It had many services based on its subscription. Various bundled products and its customer-based discounting methods.

### Responsibilities:

- Created Create a Lightning Platform Payment Site for Salesforce Billing.
- Worked on the functionality of Payment Center, Credits and Refunds.
- Automated the process of Invoicing.
- Created Invoice and Payment Schedulers
- Created various automations, apex development to automate their process.
- Worked on various Profiles, Permission Sets and end to end deployment using Change Sets.



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- Involved in installing the appropriate packages, giving essential access to required profiles.

**Environment:** Salesforce.com, Apex, Salesforce CPQ, Salesforce Billing, Avalara Tax Engine

**US Based Consultancy**

**Aug 2021 – Mar 2022**

**Role: Salesforce Developer**

**Description:** It is a life insurance company which managed numerous implementations and integrations of Salesforce.com. There are multiple projects for the development of various services and solutions including Sales Cloud, Service Cloud, Customer Portal.

**Responsibilities:**

- Integrated Okta with Salesforce to authenticate every Community Portal user against Salesforce and Okta Application.
- Set up the configuration for Okta environment, modified its settings, Email templates.
- Implemented the Single Sign on for Salesforce that integrated with Okta.
- Implemented an LWC component that will take the input from the user and create records in Salesforce.
- Worked on LWC component to implement "Search" and "Sort" functionality.
- Worked on all of the Okta callouts that included Activation/Deactivation of Users, resetting their Passwords, updating their Profile information, Assigning them to different Applications in Okta.
- Development that included Apex triggers, Batch classes, Future methods, Custom settings, Custom Labels and all of the development requirements.
- Converted all the Process Builders into triggers.
- Implemented effective solutions using formula fields.

**Environment:** Salesforce.com, Okta, Apex, REST Integration, Postman

**US Based Consultancy**

**Apr 2021 – Aug 2021**

**Role: Salesforce Developer**

**Description:** It is a technology and process consulting firm which managed numerous implementations and integrations of Salesforce.com. There are multiple projects for the development of various services and solutions including Sales Cloud, Service Cloud, Customer Portal.

**Responsibilities:**

- Requirement analysis and proposal of solutions to meet the requirements and optimize the current implementation.
- Worked on Aura Component to create a quick Action to call Apex classes.
- Worked on Record Triggered Flows, Scheduled flows
- Implemented various customizations according to the client requirements.
- Testing of all the possible scenarios.
- Created the custom settings.
- Implemented Price Rules and Product Rules.
- Implemented Billing Rules, Billing GL Rules, Revenue Recognition Rules and Tax Rules as per client requirement.



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- Implemented customer specific Discounts.
- Performing unit testing of the application and verifying the desired functioning of the application
- Maintaining documents for the changes and updates done in the current version of the code

**Environment:** Salesforce CPQ and Billing, Apex, REST Integration, Data Loader, Workbench

**US Based Firm**

**July 2020 – Apr 2021**

**Role: Salesforce Developer**

**Description:** A company that had its swimming pool cleaning services, it had many services based on its subscription. Various bundled products and its customer-based discounting methods.

**Responsibilities:**

- Assisted in integration of Paya with Salesforce, created its hosted payment page.
- Integrated Salesforce to Outlook and synchronized Salesforce Calendar to that of Outlook
- Implemented automations using Formula field, Workflow, Process Builder, Flow and Trigger based on the project requirement. Integrated Salesforce CPQ with DocuSign.
- Implemented Quote Template, Product Rules, Price Rules, Product Configurations Bundles, Option Constraints, Configuration Attributes based on project requirement.
- Implemented Test Classes.
- Implemented CPQ and Billing modules of Contracts, Amendments, Renewals, Orders and Invoices.
- Automated Contracting and Renewal processes according to the client requirements.

**Environment:** Salesforce.com, Salesforce CPQ and Billing, Apex, REST Integration

## EDUCATION

- Bachelor of Engineering in Electronics and Telecommunication (Savitribai Phule Pune University)

## CERTIFICATION

- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Certified Salesforce CPQ Specialist



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