

AISHWARYA TODKAR

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PROFILE SUMMARY

- 3.5+ years of experience in Salesforce Architecture, Design and Development.
- Experience on Salesforce.com, Force.com, Apex, Triggers, Visualforce, API Callouts, Batches, Drawloop Document generation, Security Settings, Process Builders, Workflows, Approval Process and Lightning.
- Experience in JavaScript, JQuery, HTML, CSS
- Thorough knowledge of data management, SQL (SOQL), SOSL and RDBMS technologies
- Solid understanding of Integrated Development Environments such as Eclipse
- Experience of business requirement analysis and providing end to end solution.
- Possess good problem analysis skills with ability to follow project standards.
- Exceptional ability to quickly master new concepts and capable of working in-group as well as independently with good communication skills.
- Experience in end to end delivery of project from making POCs, requirement gathering and QA.
- Excellent time management skills with ability to perform under pressure & meet deadlines.

EDUCATION

Bachelor of Engineering In Computer Science

2014 – 17

Dr. D.Y. Patil Institute of Engineering, Management and Research,
Akurdi, Pune – 411 044

Diploma in Computers

2011 – 14

Y. B. Patil Polytechnic, Akurdi, Pune – 411 044

EMPLOYMENT HISTORY

Senior System Engineer

Jan 2020 – Till date

Eternus Solutions Pvt. Ltd. Pune, India

System Executive

March 2018 – Jan 2020

Eternus Solutions Pvt. Ltd. Pune, India

Trainee

Nov 2017– Feb 2018

Eternus Solutions Pvt. Ltd. Pune, India

CERTIFICATIONS

Salesforce Platform App Builder (Credential Id – 21413693)

Salesforce Platform Developer I (Credential Id – 20918055)

Salesforce Platform Developer II (Credential Id – 21550731)

AWARD

Hot Stepper Award (August, 2020) by Eternus Solutions Pvt. Ltd.

SKILLS

Salesforce

Apex
Visualforce
Triggers
Batches
Entitlement Process
Process Builders
Workflows
Approvals
OWD
Sharing Rules
Profiles
Lightning

Other

JavaScript
jQuery
CSS
HTML
BootStrap

Integrations

ANPR
SendGrid
Knowlarity
SMSCountry
Drawloop
SignNow
Bitly
Rebrandly

Tools and IDEs

Mavensmate IDE
Visual Studio Code
Eclipse
Postman
Workbench
Data Loader
ANT
Azure DevOps
JIRA

PROJECTS

Service Implementation for Real Estate Company, Dubai

Dec 2018 – Till Date

Team size: 7

Role: Senior Developer

Description:

The project's primary objective is to empower the customer service representatives to seamlessly resolve different types of customer queries raised over telephonic calls and customer portal. A service request upon submission is assigned to an appropriate queue based on the service request type which would then be picked by a member of queue to work upon. A service request would then get assigned to the different users representing the different departments before closure. All the service request related data is also synced with an external system IPMS.

Roles and Responsibilities:

- Interact with the client for requirement gathering.
- Resolve high priority production issues.
- Develop Apex classes, Batches and Triggers to support custom functionalities.
- Develop Lightning Web Components.
- UI Designing using VisualForce page, VisualForce Components, jQuery, JavaScript, HTML, CSS and Bootstrap for fully customized User Experience.
- Create objects, fields, validation rules, cross object formulae, relationships, workflows, approval processes and process builder to implement business logic.
- Worked on SOAP/ REST API callouts to integrate with external service providers
- Wrote test classes for custom developed classes.
- Implemented Security settings and sharing rules
- Deployment using Change-set and/or ANT Tool.
- Bulk data migration using data loader.
- Code coverage, unit testing and deployment.
- Peer-to-Peer code review

Detractor Case Management, New Zealand

April – Nov 2018

Team size: 2

Role: Developer

Description:

The project is about handling detractor cases raised by end customers. The requirement is addressed with the help of Qualtrics-Salesforce integration wherein the survey data is being supplied by Qualtrics Survey Tool over which the case management and customer engagement is being done in Salesforce.

Roles and Responsibilities:

- Developed Apex classes and Triggers to support the custom functionality.
- Developed Entitlement process and Milestones for case management
- Handled process for bulk records.
- Created objects, fields, validation rules, cross object formulae, lookup relationships, workflows and process builder to implement business logic.
- Wrote test classes for custom developed classes.
- Implemented Security and sharing rules.
- Code coverage, unit testing and deployment.

Personal Details

Nationality

Indian

Address

I-1/12, Kakade Park,
Keshavnagar,
Chinchwad, Pune –
411 033

DOB

27th June 1995

Languages

English
Hindi
Marathi