



# VAISHALI KAWLE

## CONTACT DETAILS

📍 Nagpur, Maharashtra

☎ 9146757953

📅 1 Jul '95

✉ vmkvaishali@gmail.com

in [LinkedIn](#)

## SKILLS

Salesforce Admin,  
Development, Apex trigger,  
Batch Apex, Test Classes,  
SOQL.

LWC

Intermediate

HTML

Intermediate

CSS

Intermediate

JAVA SCRIPT

Intermediate

## LANGUAGES

English

Hindi

Marathi

## AWARDS

Best employe Award  
2017

Best Employee Award  
2019

Star Employee Award  
2020

Star of the Month  
2021

## OBJECTIVE

Thrives in stimulating environments, encourages effective teamwork, takes initiative, and motivates team-efficiency. Highly analytical, detail-oriented, and provides deep insights backed by thorough research. Aspires to work in an environment that prioritizes collaborative working amongst peers who motivate each other to achieve common goals.

## EDUCATION

JD COEM, Electronics and telecommunication- Engineering  
Aug 2012 – Aug 2016

Sindhi Hindi Girls High School- SSC Board  
2010

Dayanand Arya Kanya Mahavidyalaya , Science - HSC Board  
2012

## WORK EXPERIENCE

Stratosphere IT Services Pvt Ltd., NAGPUR- Salesforce  
Developer(With Support role)  
Jul 2022 – Present

### PROFILE SUMMARY

- Resolving L2 issues and updated in ESP(Service Now) tool.
- Configured Administrative permissions to grant /deny access to platform features.
- Looked after regular high priority Critical updates from Salesforce.
- Monitoring the critical Jobs in Rundeck tool.
- Part of monthly Database release activity and monitoring the oracle jobs.
- Creating the Resource group and adding the same to Xylem partner in ITDS.
- Troubleshooting and debugging the issues as per the norms.
- Validate the FIELD\_CUSTOM\_VALIDATION error and update the same.
- Configured the Omni supervisor access to the users

ICICI BANK PVT LTD, NAGPUR- Assistant Manager  
Aug 2016 – Feb 2022

### PROFILE SUMMARY

- ICICI BANK Is used to work on Sales And Service Cloud.
- ICICI Bank using CRM software to manage the customer.
- By using CRM They are managing the Customer data to cross sale the product .
- I used to work on sales domain for all of the customers .
- For cross selling the product we used to create the lead
- We need to pop the Prequalified offers.
- We need to cross sale the product and maintain the record of customer.
- We used to sale all the product which are there in Bank like Saving's Ac, Current Ac , Insurance ,Mutual fund's ,Loan.

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## PROJECTS

### CRM Next

PROJECT - 1

☒ CRM Next

PROJECT OVERVIEW:

Boost productivity and effectiveness with a smart tool to interact with other teams and team members. Share and get information on the go.

ROLES AND RESPONSIBILITIES:

☒ Customize and personalize Salesforce.com based on requirements.  
☒ Creating Objects and Validation Rules inside Salesforce.com and Mapping them to the existing functionalities and Objects.

☒ Maintain and developing the Custom objects, Custom fields, Custom tabs, and Validation rules, and Record Types.

☒ Customized different Page layouts and assigned them for different profile users.

☒ Creating Workflow Rules, Tasks, Email Alerts, and Components to the needs of the application.

☒ Worked on workflows for field updates based on time-dependent workflow.

☒ Involved in creating Batch Apex and Scheduling Apex classes based on the client

requirements. Involved in field and record level Security.

☒ Sending mail to particular users using Workflow, Process Builder, and Apex code, Trigger

☒ Import & Export of the Bulk data through Data Loader.

### Csone

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