 

ASHWINI GHANATHE

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**PROFESSIONAL SUMMARY:**

* **Around 9+ years of experience in Software development in that Certified Salesforce Professional with 5+ years** of experience in **SFDC Salesforce.com** CRM platform using **Lightning, Visualforce, Apex** Technologies as **Developer & Admin. 4ys of experience in Java Development.**
* Experienced in all phases of **Software development life cycle (SDLC),** quality management systems and project life cycle processes.
* Hands on experience in using the **Aura framework** and **Salesforce lightning Design System (SLDS).**
* Experience with migration to Salesforce lightning process included Lite Application customization, Lightning App Builder and Lightning rollout.
* Experience with Salesforce Lightning in using CSS, JSON in Lightning Framework, and JavaScript for Client-side controller and helper controller.
* Hands - on experience in building responsive application using by creating Lightning components (Client/Server side controllers) using aura framework, Salesforce LDS styling.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Good knowledge on Apex development in creating Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller **Extensions.**
* Experience in realizing the business requirements to design on Salesforce.com platform, by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and business logic.
* Primary level experience in working on web services and giving solutions by SOAP and REST integrations.
* Experience in integration, development and deployment of custom integration solutions using Force.com Eclipse IDE Plug-in, Force.com Explorer, Data Loader, Force.com Excel Connector and Migration Tool.
* Experience on Salesforce Communities and creating VF pages for Communities.
* Proficient in SOQL, SOSL queries across multiple objects within the SFDC database.
* Experienced in Service Cloud, Sales cloud, Collaboration Cloud for All partner portal, customer portal.
* Excelled in working with various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Proficient in Data Migration from Traditional Applications to **Salesforce** Using **Data Loader Utility**.
* Good Knowledge on Sales Cloud, Service Cloud and Apex Programming on Visual Studio, Force.com Platform.
* Experience in bulk Data mitigation from Excel, MS Outlook and Legacy systems to Salesforce.com using Apex Data Loader, Import Wizard.
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem-solving skills.

**EDUCATION:**

* PGDBA from Symbiosis International University 2006 April.
* BCA from Osmania University in 2003 April.

**CERTIFICATIONS:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer-1
* <https://trailblazer.me/id/ashwinighanathe>
* Certified Business Analytics from Udacity

**TECHNICAL SKILLS:**

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| **Salesforce** | Salesforce CRM, Lightning Application, Aura, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production) |
| **Integrating Tools** | Apex Data Loader, Import Wizard, Data Export |
| **IDE and Editors** | Visual Studio, My Eclipse and Force.com Eclipse IDE |
| **Languages** | Apex, SOQL, SOSL, SQL, Tableau |

**PROFESSIONAL EXPERIENCE:**

**Client: Dividend Finance LLC, San Francisco, CA Oct 2020 – Present**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Worked on Salesforce Lightning (Lightning Design Systems, App Design and Lightning Components).
* Involved for creating the Validation Rules, Workflow rules, Approval Process and Process Builder.
* Used Service Cloud to get the customer information together in an integrated platform that incorporates marketing, lead generation, sales, customer service and provides access to applications through the AppExchange.
* Developed component using Lightning Aura Framework.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Worked on version control of metadata using GIT (GitHub and GitLab) and SVN.
* Build various LWC components, decorators and variables. Adding validations to LWC
* Calling Apex method in LWC, lightning spinner and Modal / popup in LWC
* Code Review for the Apex Classes and Triggers/VF page / Lightning Component Development (LWC).
* Worked on LWC in whole this community project.
* Developed SP deactivation model using LWC.
* Handled the deployments process using GIT HUB
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Build lightning components, lightning apps, record pages, home pages and use events for dynamic use cases.
* Developed Custom objects, customizing tabs, Apex Triggers, Test classes for unit testing and code coverage.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Worked on Reports and Dashboards in Salesforce Classic and Salesforce Lightning.
* Worked with External objects in Salesforce which is another feature introduced with Lightning components.
* Developed Web Service Callouts from Salesforce to External Applications using REST API.
* List views available on a page were implemented using hardcoded SOQL statements. They cannot be modified by an end-user and do not correspond to the standard List Views available within Salesforce. Confidential User Interface.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments using Change Set, Visual Studio tool.
* Making use of LWC to display teh Toast message and refreshing page using lightning web components. Making use of LWC Combobox Event.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Implemented **“Email to Case”, "web to lead" and "web to case" for Lead and Case automation.**
* Created custom **Dashboards for manager’s** home page and gave accessibility to dashboards for authorized people.
* **Environment**: Salesforce.com Platform, Aura, Lightning Experience, Lightning Web Components, Apex classes and Controllers, Data Loader, REST, SOQL, SOSL, Scrum, , GIT ,Service Cloud, LWC, Custom objects, Custom fields, Web Services, Oracle, Visual Studio, Change Sets, Windows

**Client: Wine.com, San Francisco, CA Mar 2019 – Sep 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked closely with sales team and business analysts to perform detailed analysis of business and technical requirements and to design the solution by customizing various standard objects of SalesForce.com (SFDC).
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Developed Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Worked in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
* Implemented Service cloud, Service console and configured Email-to-Case and enabled communities in cases.
* Worked on Lightning for creating custom pages for lookup screens on Salesforce.
* Involved on creating Lightning Pages inside Lightning Community Builder.
* Validated Salesforce.com - sales, service and community including salesforce1 (mobile).
* Developed re-usable user interface components with the lightning component framework.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Involved in Salesforce customized reports and dashboards on real time.
* Created layouts tailored to Business needs and partner programs by customizing portal layout, lead forms, data fields and tabs.
* Developed and executed marketing campaigns using Marketing Cloud's Email Studio.
* Responsible for providing solution and Implementation of Apttus CLM & CPQ for different business internally.
* Performing all tasks required to develop, implement, and support the Salesforce.Com application integration of the Apttus CLM and CPQ
* Involved in end-to-end testing and configuration enhancements for the CPQ and CLM functionalities.
* Worked with business owners to understand their requirements for Salesforce Marketing Cloud application.
* Implemented Data Loader to load data from Marketing Cloud to Service Cloud.
* Worked on lightning design system to create pixel perfect designs and applications.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Configure salesforce and marketing cloud integration user along with configuration and salesforce.
* Integrated the REST API based Web Services and Informatica on Demand for extracting the data from external systems.
* Developed SOQL and SOSL queries to get data from different related objects.
* Built marketing camping reports in Salesforce and utilize it as a main source of data to integrate with marketing cloud.
* Worked in configure price quote (CPQ) app such as Apttus.
* **Environment**: Salesforce.com, Apex, Lightning (components and controllers), Communities, Force.com, Visual Studio, REST API Web Services, Service Cloud, Pages, Workflow & Approvals, Reports, Custom Objects, CPQ , Custom Tabs, Data Migration, SOQL, SOSL, Windows.

**Client: United Technologies (Farmington, CT) Oct 2018 – Feb 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by **Visualforce, Force.com API, and Web Services.**
* Created page layouts, search layouts to **organize fields, custom links, related lists, and other components on record pages.**
* Designed and customized Visualforce 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** environmentto **production** environment**.**
* Shared perspective and knowledge of Community Cloud Practice initiatives with team members.
* 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.**
* Designed and deployed Custom tabs, validation rules, and Approval Processes for automating business logic.
* Provided business solutions to clients nationwide, ranging from Salesforce **Service Cloud.**
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Community Cloud lightning components in working ability for conversion of visual force pages into lightning.
* Worked on Community Cloud implementations in two different portals.
* Provide thought leadership and consultation throughout the life cycle of a Salesforce Community Cloud implementation.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic**.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Service Cloud, Visualforce Pages, Triggers, Components, Controllers, Workflow, Validation Rules, Reports, Report Types, Custom Objects, Community cloud, Tabs, Email Services, Windows.

**Client: ITSS Online (San Jose, CA). Jan 2017 – Sep 2018**

**Role: Salesforce Admin**

**Responsibilities:**

* Created various Custom Objects and Custom Fields
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Cases, Activities, Dashboards and Reports.
* Implemented security settings, object level security, field level and record level security
* Extensively used Tab permissions, Record Type and Page Layout permissions
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Customized Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
* Developed Case Assignment Rules, Escalation Rule, Auto Response Rules, Email to Case, Web to Case
* Created Workflow Rules, Workflow actions and time dependent actions
* Configured Validation Rules based on business requirement
* Implemented pick lists, dependent pick lists, lookup and master detail relationships
* Managed all new user set-ups and deactivation, including following approval process and transferring ownership of account/contact/opportunities for deactivated users.
* Created various Reports and Dashboards based on company's requirement
* Configured and integrated Salesforce for Outlook
* Arranged weekly webinars and trained end users to use SFDC application
* Trained end users whenever a new update of Salesforce is made
* Documented Salesforce fundamentals for easy understanding and navigation for business users
* Performed mass data imports using Apex Data Loader and Informatica Tool
* Developing, implementing and testing on the Sandbox environment
* Managed Account Team Members
* Wrote Apex Triggers to meet business requirements
* **Environment**: Salesforce, Apex Data Loader, Informatica Tool, Internet Explorer, Google Chrome, Microsoft Excel, Salesforce App Exchange.

**HardMetrics, PA Oct 2015 – Dec 2016**

**Role: Java Developer**

**Responsibilities:**

* Worked on all phases of application development to implement the assigned use cases successfully.
* Developed JSP files and HTML, CSS and a part of presentation layer using JavaScript.
* Used Spring IOC to get the dependencies and look up business objects.
* Developed MDBs for batch processing. Used JMS API to integrate with Web Methods
* Implemented the Persistence Layer and Data Access Service Layer using Hibernate and HQL queries.
* Involved in developing DAOs and DTOs and used Join fetch and collection mapping for relationships
* Involved in development of presentation components using JSP, JSTL and custom tag libraries.
* Involved in creation of logs using Log4J for error tracking.
* Implemented Design Patterns like Business Delegator, Singleton, Façade, Factory, Business Objects and Data Objects.
* Used CVS as Version Control Tool and QC for defect and development tracking
* Reviewed some of the defects fixed by others and prepared review documents.
* Attending Scrum meetings and filling Iteration Backlogs of every iteration in the Agile Methodology.
* Extensively Used the Spring Validations to implement the server side validations.
* Wrote PL/SQL scripts and stored procedures to fix the production data.
* Fixed the defects raised as part of CIT, ST and UAT testing phases
* Developed web services using the Top Down Approach.
* Implemented SOA architecture with web services using SOAP, WSDL and XML
* Used JAXB to process XML data
* **Environment**: Java 1.7 API, J2EE, JSP, JSTL, Hibernate3.x, JavaScript, Spring, Ajax, XML, WebSphere 7.2, JMS, UML, Oracle10g, PL/SQL, SQL Developer, RAD 7.5, CVS.

**IBC, Philadelphia, PA. Apr 2013 – Sep 2015**

**Role: Java Developer**

**Responsibilities:**

* Developed web components using Servlets, JSPs, Tag libraries, XML, XSL, Tiles framework, Struts, and UML.
* Created SQL queries and Stored Procedures for CRUD (Create, Read, Update and Delete) operations on database.
* Used Eclipse as IDE and Apache Tomcat as Application Server.
* Testing and debugging project for proper functionality and documenting modules.
* Used Ajax in one of modules to do asynchronous changes to pages.
* Developed application code using Core Java and J2EE (Servlets, XML) in Eclipse tool.
* Used JNDI realms to authenticate users in web application.
* Actively participated in weekly and monthly status& business user meetings.
* Involved in conducting meetings with Pfizer business users for understanding gaps in CTO applications.
* Creating programs to use JMS and message queuing to process requests.
* Involved in Development and Deployment of Stateless Session beans.
* Generated deployment descriptors for EJBs using XML.
* Developed GUI related changes using JSP, HTML and client validations using JavaScript.
* Used JDBC to communicate with database.
* Developed front-end form validations using JavaScript.
* Used Application Assembly Tool for generating War and Ear files and for deployment to Application servers.
* All java components are ported into a Web logic Application server running on Linux.
* Also ported on Windows NT/IIS server with Servlet Exec 3.1 as JSP Engine.
* **Environment**: Java 1.4 SDK, java Script, JSP 2.0, AJAX, XML, JSTL, JNDI, EJB 2.0, UML, Web sphere, Struts, CSS, Eclipse and Hibernate

**Independence Blue Cross, PA. May 2012 – Mar 2013**

**Role: Java Developer**

**Responsibilities:**

* Used Struts Framework to implement MVC design patterns.
* Extensively used AJAX, Java Script to dynamically load various parts of the web page to improve the performance of the project.
* Plugged in the prototype.js with the application to use the Prototype Framework for java script coding
* Extensively used the CSS (Cascading style sheet) to design the front-end pages (web pages).
* Used JAXB to process XML data
* Developed UI screens using HTML, JSTL, custom Taglibs, JSF, expression language and standard action tags.
* Involved in the development of Page Flows, Web Flows, Business Objects, Struts Configurations, Hibernate Database Mappings and POJOs.
* Developed JSP’s, Action Classes and struts.xml for action mappings to build the controller.
* Used Struts Tiles for creating the reusable tile templates for the web pages.
* Used Struts Validator for both client side validations and server side, JavaScript validations are also done.
* Generated the client code using the Apache Axis jar for the given WSDL document.
* Written DAO and Delegate Classes to call Oracle Stored procedures.
* Used Log4J for logging and debugging the application.
* Used PL/SQL language to develop stored procedures and functions in Oracle using TOAD.
* Used Rapid Application Developer (RAD 6.0) to develop the application
* Used CVS (version control) for source configuration management.
* Responsible for managing the bugs using Quality Center.
* **Environment**: Java 1.6, JSP, Servlets, Struts Framework, Hibernate, Taglibs, J2EE, AJAX, JavaScript, Prototype.js, Html, CSS, Rapid Application Development (RAD 6.0), Web Services, WebSphere 7.0, XML, Oracle9i, CVS (version control), Log4j, Windows NT