



SONALI BHATURKAR

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Motto: Learn, Un-learn, Re-learn

Professional Summary:

- 2.5+ years of experience in configuration and development of applications in Salesforce.com CRM, Sales Cloud, Service Cloud, Force.com Platform and Lightning and overall, 5.0 years of IT experience.
- Good hands-on experience in customization of Apex Triggers, Apex classes, Interfaces, Standard controllers, Custom controllers.
- Good understanding of Customer-relationship management processes such as General Sales process, Lead Management, Account & Opportunity Management, Case Management.
- Proficiency in administrative tasks like creating Profiles, Roles, Users, Email services, Approval processes, Workflow rules, Formula fields, Validation rules.
- Good experience in Data management tools like Salesforce Data loader, Import wizard
- Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
- Strong Knowledge of SFDC standard data structures, Object relationships such as Master-detail, Lookup and familiarity with designing Custom Objects on Force.com platform and Force.com Sites.
- Worked in trigger framework setting as a part of implementing best practices in apex triggers.
- Created Word Shuffle game using Aura lightning Component.
- Primary level experience in working on web services and giving solutions by SOAP and REST integrations
- Self-motivated, enthusiastic and capable of quickly learning new technologies, processes and successfully applying them in Business operations.
- Ability to adapt quickly to challenges and changing environments.
- Excellent communication and interpersonal skills. Ability to work effectively as a team member as well as an individual contributor.

IT Analyst

March 2016 - Present

Tata Consultancy Services, Ltd.

Pune, India

2. **Salesforce Developer** November 2019- Present

Client: Humana, USA

Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Worked on Field dependency, Validation Rules, Triggers, Apex Classes, Data Security using different levels of access, Page layouts.
- Data Migration using Data Loader.
- Working in lightning component bundle to build policy detail and Agent Page.
- Used Lightning design System for CSS and styling, lightning data service.
- Customizing Home Page, App Page, Record Page in salesforce Lightning.



- To solve the issues and bugs that occur for sales Representative present in France, Iberia, Russia.
- Providing full analysis of the issue by understanding application and provided real time support to client for faster resolution of cases.
- Customer Handling for application support.

3. **Salesforce Admin/ Developer** March 2019 – November 2019

Sales Cloud implementation and Support, Tata Consultancy Services

Responsibilities:

- Understanding the complex requirement of the project and be a part of brainstorming session for providing solution.
- Good understanding of Customer-relationship management processes such as General Sales process, Lead Management, Account & Opportunity Management, Case Management.
- Configuring OWD, Profiles, Roles, Role hierarchy, sharing settings, Sharing rules, object level, field level security.
- Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, leveraging declarative Tool such as workflows, Process Builder, Flows, Approval Process as per the client and application requirements.
- Writing Apex Triggers and Controller classes by keeping in mind SFDC governor limits.
- Worked in trigger framework setting as a part of implementing best practices in apex triggers.
- Created the many of the Reports and Dashboards.
- Achieving Test Converge more than 75% and maintaining the same at the time of enhancements.
- Involved in the Deployment activity using Change Set.

4. **Application Production Support Lead and PMO (Project Management Officer)** March 2016– March 2019

Diligenta, Client- Lloyds Banking Group

Responsibilities:

- Assist with leading large, complex projects to achieve key business objectives.
- Provided Level 2 support to internal business users
- Strong participation in production support and enhancements
- Ensure timely completion of releases, for Consumer portal websites with the highest quality and least defects.
- Perform in-depth research and identify sources of production issues surrounding the application.
- Involved in weekly deployment activities, ensuring the working status of the application
- Track Revenue and Headcount and calculate their variance quarterly.
- Internal Security SPOC to ensure project security and optimize usability.
- Maintaining Evaluation and fulfillment tracker, Leave tracker, Seating-Asset Tracker
- Perform miscellaneous support activities as requested by Management.

EDUCATION

Government Ujjain Engineering College (2011-2015)

Bachelor of Engineering in Computer Science.

CGPA- 8.6



TECHNICAL SKILLS:

Languages: Apex, Visual Force, HTML, CSS, JavaScript, Bootstrap, Lightning Aura Components

Tools: Visual Studio Code, Eclipse IDE, Data Loader

OS: Windows Database: MySQL, Oracle

CERTIFICATION

- Salesforce Administrator Certification
- Salesforce Platform Developer – I
- Trailhead Ranger (Trails completed - 16, Super Badges - 2)
<https://trailblazer.me/id/sbhaturkar>

EXTRA CURRICULAR ACTIVITIES

- Contributed significantly to various HR activities and helped in participation across project team
- Worked with Life Synopsis Foundation (NGO), Nagpur to help develop the Villages in West India.
- Received client appreciation for defect free deliveries.

ADDITIONAL INFORMATION

Languages: English, Marathi, Hindi