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**A S. Kate**

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Summary

* Around 3 years of IT industry experience in Software Analysis, Design, Development, and Implementation of web-based CRM application using Salesforce CRM, Siebel CRM.
* Experience in all phases of the SDLC (Software Development Life Cycle) from analysis, design, development, implementation, testing, to production deployments.
* Solution oriented professional with excellent experience in and knowledge of the SalesForce.com application, features, architecture, and technical capabilities.
* Experience in Salesforce Service Console and setting up the Live Agent Chat.
* Knowledge in Lightning.
* Experience in administrative tasks like creating profiles, users, page layouts, security and sharing rules at Object/Field/Record Levels, Roles hierarchy and Permission sets.
* Extensive hands-on experience in Customization, Workflows, Roles, Sharing Rules, Apex, Force.com migration tools for data migration and integration (ANT and Data loader).
* Expertise in Apex to implement the complex business logic within Governor Limits and Test Class Framework.
* Experience of integrating applications with other existing applications.
* Experience in creating various custom objects, custom fields, page layouts, custom tabs, custom reports as required.
* Hands-on in customization – Objects, Fields, validation Rules, Page layouts, Record Types, assignment Rules, escalation Rules, workflows, approvals process.
* Experienced in building reports, dashboards, and analytic snapshots.
* Detailed knowledge of Salesforce.com Sales and Service.
* Experience designing and implementing Custom Apps and working with API communication (REST/SOAP).
* Skilled in Sales cloud, Service cloud, Custom Cloud, Chatter and App Exchange applications.
* Solid understanding of Apex Best Practices for Custom Development
* Experience in implementing custom solutions in Salesforce using Apex, ability to create design for the solution and communicate and guide other Developers in the team.
* Experience in working with Agile/Scrum environment (Kanban System) and in weekly Sprint Demos to update the project progressive.
* Good experience in interacting with Customers, Presentations and conducting application demos.

Education

**Pace University, Seidenberg School of Computer Science and Information Systems New York, NY**

Master of Science (MS) in Information Systems**| GPA**: 3.64 May 2020

**Savitribai Phule Pune University Pune, Maharashtra**

Bachelor of Engineering (BE) in Computer Engineering**| GPA**: 3.5 July2017

Certification & Trailhead:

* Salesforce Certified Advanced Administrator (ADM 211)
* Salesforce Certified Administrator (ADM 201)
* Salesforce Platform Developer 1
* **50+ Trailhead Badges:** https://trailblazer.me/id/akate9

Technical Skills:

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| **Salesforce** | Salesforce CRM, Lightning Experience, Lightning App Builder, Process Builder, Analytic Snapshots, Visualforce Pages/Components, Transaction Monitoring System, Approval Processes, Reports & Dashboards, Validation Rules |
| **Salesforce Tools** | Apex Data Loader, Change Sets, Data Import Wizard, Data Loader IO, Data Export, Eclipse IDE, Force.com Excel Connector, Force.com Migration Tool, Workbench |
| **Software Development**  **Framework** | Agile/Scrum, Waterfall, SAFe |
| **Programming Languages**  **& Web Technologies** | Apex, SOQL, SOSL, HTML, CSS, JavaScript, REST API |

Experience

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| WOW Payments– New York, NY  Salesforce Business Analyst | May 2019- August 2019 |

**Responsibilities:**

* Interact with Business Users to understand the requirement and implement with best solution possible.
* Created field filters, formula fields, relationships and validation rules to the custom objects.
* Was responsible for updating the checklist for testing sandbox environment after the sandbox refresh is done.
* Created and customized record types, managed Role hierarchy and Profiles.
* Performed the data validation to meet all test condition requirements.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce Objects. Used it to read, extract and load the data from CSV (comma separated values) files.
* Added and configured Workflow rules, time triggered.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
* Defined permissions for Profiles and Administrative permissions to grant/deny users access to platform features.

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| **Innovative Technologies** – India  Salesforce Administrator | August 2017 – July 2018 |

**Responsibilities:**

* Configured Partner and Customer portal for the users in the organization for Partner selling.
* Designed, configured, managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Organized Email Templates and Mail Merge Templates and was committed to doing the mail merge for various standard and custom objects.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked with various objects like accounts, contacts, leads, opportunities, reports, and dashboards.
* Developed various custom objects, tabs, components and visual force pages and controllers.
* Created org wide default to restrict access from users.
* Customized page layouts for standard/custom objects and assigned record types.
* Created data validation rules and formulas as per business requirement.
* Developed and configured various custom reports for different user profiles based on the need in the organization.
* Created lookup and master-detail relationship on the objects and created junction objects to establish connectivity among objects.
* Created and deployed several reports & amp; dashboards, report folders for different user profiles based on the need in the organization.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created and used email templates in HTML and visualforce.
* Responsible for performing administrative tasks and ensuring data integrity.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Objects, Fields, Workflow rules, Approval process, Process builder, Reports and Dashboards, Visual Force Pages, Data Loader.

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| **Accurate Industrial control PVT. Ltd-India**  Salesforce Intern : Administrator | January 2017 - July 2017 |
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**Responsibilities:**

* Worked as Salesforce Administrator and interacted with business for requirements and performed administrative tasks.
* Achieved comprehensive analysis of business practices and guided on ways to boost up the processes.
* Created custom objects, fields, established relationships among objects using Lookup, Master-detail and created junction objects for many-to-many relationships.
* Customized and configured Formula fields, Rollup Summary Fields, Record types, Page Layouts, Search Layouts, List views, Custom tabs for various objects.
* Customized various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Products, Price books, Campaigns, Campaign Members, Cases, and Solutions.
* Worked on customization of Leads by creating a Lead process, assignment rules, web-to-lead, and lead conversion.
* Implemented Case Management automation by enabling Web-to-Case, Email-to-Case, auto response, escalation rules and support process on the Case Object.
* Configured Partner and Customer portal for the users in the organization for Partner selling.
* Designed, configured, managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.

**Environment:** SFDC, Apex, Cpq, Data Loader, Force.com, Import Wizard, Eclipse IDE, CloudCraze, Controllers, Visual Force Pages, XML, Triggers, API, SOQL, AngularJS, SOSL, Java Script, HTML, Leads, Roles, Vf, Profiles, Workflow rules