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### **Career Objective**

Looking for a challenging career which demands the best of my ability in terms of technical and analytical skills and helps me in broadening and enhancing my current skill and knowledge.

### **Experience Summary**

- Total 7 years of IT experience as a Developer.
- 6 years of experience as a Salesforce Administrator and Developer.
- Designed and deployed Custom Objects, Custom Tabs, Custom Fields, Process Builder, Workflow rules, Validation rules, Testing Business Scenarios, Reports & Dashboards and various other components.
- Hands on experience on Salesforce customization using Visualforce pages and Apex Controllers.
- Hands on experience on developing new and update existing Aura Component
- Created web pages using Cloud Pages.
- Worked on Data Migration. Used tools like BitBucket, Sourcetree.
- Used Salesforce Data Loader, Workbench for data import and export.
- Built functional, technical and user manual documents.

### **Work experience**

- Larsen and Toubro Infotech Ltd (Feb 2015 – Apr 2020)
- Capgemini (Jun 2020 – Aug 2022)
- Yash Technologies (Aug 2022 – Nov 2022)

### **Technical Skills**

- Technology – Salesforce: Sales Cloud, Service Cloud, Marketing Cloud
- Language – Apex, Core JAVA
- Scripting Language – Ampscript, JavaScript and JQuery
- Database – SQL Server
- Web Technologies and Tools - CSS, HTML, Salesforce Data Loader, Workbench, BitBucket, Sourcetree

### **Technical Skills**

- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Platform Developer II

## Accounts description

### Project #1

**Client** – ResMed UCHS

**Technology** – Salesforce Service Cloud

**Tools** - Salesforce CRM, Apex Data Loader

**Description** –

- To establish a centralized and integrated platform with a unified process.
- Cases should flow through a consistent lifecycle or stages, matching the nature of the activities being carried out.
- Contribution in Configuration Process, Workflow rules, Validation rules, testing Process, testing Business Process Scenarios, User Policy, Salesforce customization using Visualforce pages and Apex.

### Project #2

**Client** – UTC

**Technology** – Salesforce Service Cloud, Sales Cloud

**Tools** - Salesforce CRM, Apex Data Loader

**Description** –

- Process improvements and enhancements to the existing system and to leverage the advantages of Salesforce Service Cloud.
- Improvements to the existing email to case system and set up the out of the box web to case functionality while confirming to the security standards of UTC CCS - Customer Care Centre.
- Worked on developing different VF pages, Apex classes and Lightning components.
- Created Workflow Rules, Process Builders and worked on other administrative activities.
- Used Data Loader for data import and export.

### Project #3

**Client** – Viacom

**Technology** – Salesforce

**Tools** - Salesforce CRM, Apex Data Loader

**Description** –

- Community Site development for portal users.
- Managing sales of merchandise.
- Worked on developing Lightning components.
- Created Unit Test documents, functional documents.
- Performed unit testing.

### Project #4

**Client** – Honda

**Technology** – Salesforce Marketing Cloud, Sales Cloud

**Tools** - Salesforce CRM, Apex Data Loader

**Description** –

- To inform the customers concern related to airbag using Email, SMS using Marketing cloud and Sale Cloud.
- To create cloud pages using server side JavaScript and AMPScript.
- Automate the process of sending emails, sms.
- Created custom SMS and Email templates.
- Created Unit Test documents, functional documents.
- Performed unit testing.

**Project #5**

**Client** – W.R.Berkley

**Technology** – Salesforce Marketing Cloud, Sales Cloud

**Tools** - Salesforce CRM, Apex Data Loader

**Description** –

- Support Project – Managing tickets, issues related to the existing system.
- Worked on developing Visualforce pages, Lightning components.
- Worked upon administrative configurations like workflows, Process builder.

**Project #6**

**Client** – JForce

**Technology** – Salesforce Sales Cloud

**Tools** - Salesforce CRM, Visual Studio, Eclipse, BitBucket, Sourcetree

**Description** –

- Support Project – Managing tickets, issues related to the existing system, enhancements.
- Worked on developing Aura Components.
- Worked upon administrative configurations like workflows, Process builder, controllers.

**Educational background**

- B.E. in Computer Science and Engineering from North Maharashtra University with Distinction (2014)

**Personal details**

- Date of birth : 9th June 1992
- Marital Status : Married
- Languages Known : English, Hindi and Marathi.