AMRUTA WAKODE

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**Salesforce Developer/Consultant**

**PROFESSIONAL SYNOPSIS**

An experienced IT Developer with over **6 years of experience** into Business and Systems Consultancy. Have sound experience in Salesforce, Tableau end-to-end project implementation, business data analysis, supporting and maintaining the applications. Involved into project presentations tasks to ensure the deliverables on time. While actively involved into Development, I play an integral part in translating Business Requirements into Technical aspects and implement it as per client needs.

* **Business strategist;** plan and manage projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains.
* **Expert in agile and waterfall project management methodologies.** Able to manage large project teams and known for high-quality deliverables that meet or exceed timeline and budgetary targets.

**CORE COMPETENCIES**

* Experience in requirement gathering, fit gap analysis, solution designing and consulting with hands-on experience in developing applications on Salesforce platforms.
* Proficient on Salesforce.com Platform – CRM, Lightning Component Framework, Salesforce CPQ, Apex, Triggers, Visualforce, Process Builder, Flows etc. for Sales, Service and Community Cloud with end-to-end product development experience on Force.com platform.
* Experience in creating POCs and technical documentations, leading team and working with methodologies like Agile, Scrum and SDLC
* Deployment experience using **Change sets, ANT Tool**.
* Experience in **JavaScript**, **jQuery** , CSS
* Done POC on **Salesforce IoT Cloud**
* **Worked on CPQ Vlocity**
* Excellent learning, problem solving and conceptual skills, ability to work effectively.

# Project and Team Management

* An experienced team member with the ability to initiate cross-functional teams and multi-disciplinary projects.
* Critical thinking | Decision-making | Problem solving | Planning | Organizing | Executing.
* Record and document time spent per project into appropriate job Work Order.
* Generate quality reports and metrics for performance standards of software on weekly basis.
* Ensuring commitment, speed and quality towards project initiations and completions.
* Experience of working in multi-vendor environments.
* Can understand and document project requirements and dependencies. Excellent documentation & report writing skills.
* Demonstrated ability to work with and support cross-functional project teams.
* Ability to manage multiple projects simultaneously and under pressure. Strong attention to detail and focus on

task completion.

**Client Relationship Management**

* Interfacing with Client, mapping their requirements & handling their scope of specifications.
* Communicated extensively with clients, sub-contractors and vendors to establish cordial/effective working relationship
* Providing prompt & superior customer support to clients.
* Identifying improvement areas & implementing measures to maximise client satisfaction levels.
* Ensuring continuous interaction with the client to make sure that area of concern can be worked upon for improved service levels.
* Taking the advancement notes if any from the clients to ensure its acquaintance with the business needs.
* Negotiating on the deadlines of the projects and gathering user requirements on periodic basis.
* Attending to net meetings with Clients for their feedbacks and resolving their queries.

**CAREER CONTOUR**

1. Cognizant Technology Solution - Pune (25thApril 2013 -14th July 2016)
2. Wipro Technologies – Pune ( 25thJuly 2016 to 2nd July 2018)
3. Capgemini Technology – Pune ( 30th July 2018 to till date)

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| **PROJECT EXPERIENCE** |

* **Intouch support (Aug 2019 - till date)**

| Client | TransUnion |
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| Primary Role | Senior Salesforce developer – Salesforce Cloud |
| Project Name & Description | TransUnion is an American consumer credit reporting agency. TransUnion collects and aggregates information on over one billion individual consumers in over thirty countries including "200 million files profiling nearly every credit-active consumer in the United States". To manage the product life cycle from generating leads to product warranty and agreement generation. The whole project consists of multiple custom and standard objects, WF rules, process builders, approval process, VF pages and controllers etc. Client also starts using Salesforce CPQ and other managed packages. |
| Roles & Responsibilities: | * Working on new Enhancements and monitoring team. * Worked on automated case assignment process. * Worked on Salesforce CPQ templates. * Created lightning components. |

* **TouchPoint (Feb 2018 – July 2018)**

| Client | Philips |
| --- | --- |
| Primary Role | Senior Salesforce developer – Salesforce Cloud |
| Project Name & Description | Philips Healthcare home is a high-quality health service provider, offering an extensive range of healthcare facilities right in your home. It has a service cloud implementation to support their business process. Application has different salesforce implementation with service cloud, community cloud etc. Application uses Knowledge management and service cloud console for Service agent to support End user’s issues. |
| Roles & Responsibilities: | * Automated case assignment process. * Article search based on data category groups. |

* **Quote management (Nov 2017 – Jan 2018)**

| Client | Ericsson |
| --- | --- |
| Primary Role | Senior Salesforce developer – Salesforce.com, Vlocity |
| Project Name & Description | Ericsson is a multinational networking and telecommunications company headquartered in Stockholm, Sweden. CPQ application using salesforce with Vlocity CPQ App exchange product. As telecom product are hard to configure and sale with the salesforce standard out of box features, Vlocity is used to provide additional features supporting the client’s requirements. In this project we configured the products and integrated with Revenue Management system which is native system for client to store end users data. |
| Roles & Responsibilities: | * Configured product with Vlocity. * Integrated salesforce with other native system with Vlocity. |

* **Quote and billing system (July 2016 – Oct 2017)**

| Client | Schneider Electric |
| --- | --- |
| Primary Role | Module Lead– Salesforce.com , Eclipse |
| Project Name & Description | Schneider Electric SE is a French [multinational corporation](https://en.wikipedia.org/wiki/Multinational_corporation) that specializes in [energy management](https://en.wikipedia.org/wiki/Energy_management) and [automation](https://en.wikipedia.org/wiki/Automation) solutions, spanning hardware, software, and services.  CPQ Software builds for this customer on force.com. Project started with POC for north America. After successful implementation, application is updating to meet global requirements for their users. Application has been integrated with salesforce and other third party system. It is implemented on Salesforce classic platform later on changes are done so that it should be worked on lightening platform as well. |
| Roles & Responsibilities: | * Analyzed Business Requirements and implemented them. * Created triggers to automate the business need. * Created Visual Force Pages and Controllers. * Created Test Classes to test the APEX Classes . |

* **Project management (Mar 2015 – Jul 2016 )**

| Client | Unilever |
| --- | --- |
| Primary Role | Salesforce Developer– **Salesforce.com , Eclipse** |
| Project Name & Description | Unilever is a British-Dutch multinational consumer goods company co-headquartered in Rotterdam, Netherlands, and London, United Kingdom. Its products include food, beverages, cleaning agents and personal care products. It is the world's third-largest consumer goods company measured by 2012 revenue. Software builds on force.com platform to help the internal users of unilever to manage the various projects going into the company at global, regional and local level. A project goes through different phases from start to its completion. Each phase has its own documents, tasks, financials documents that need to complete by users of different roles. To meet the business needs customized pages, email notification, Chatter post, Triggers are created. |
| Roles & Responsibilities: | * Analyzed Business Requirements and implemented them. * Created triggers to automate the business need. * Created Visual Force Pages and Controllers. * Created Test Classes to test the APEX Classes. |

* **Univision Smart Upfront Enhance (Oct 2014 – Feb 2015)**

| Client | **Univision** |
| --- | --- |
| Primary Role | Salesforce Developer– **Salesforce.com , Eclipse** |
| Project Name & Description | Univision Communications Inc. (UCI) is an American media company serving Hispanic America. Existing Salesforce built application is customized according to the requirements. Custom VF pages which were enhanced by adding more features using jQuery. |
| Roles & Responsibilities: | * Analyzed Business Requirements and implemented them. * Created Visual Force Pages and Controllers. * Created Test Classes to test the APEX Classes. * Worked in the warranty support for the project. |

* **Trade Salesforce Enhancement (Feb 2014 – Sep 2014)**

| Client | **Citi Bank** |
| --- | --- |
| Primary Role | Salesforce Developer– **Salesforce.com , Eclipse** |
| Project Name & Description | Citi Treasury and Trade Solutions (TTS) provides cash management, trade and securities services to companies, governments and other institutions in the U.S. and more than 140 countries. Salesforce is configured to meet the needs of internal users of CITI group. To keep track of Suppliers, Buyers for whom Citi had spent, Reports for them, email notification. |
| Roles & Responsibilities: | * Analyzed Business Requirements and implemented them. * Created Visual Force Pages and Controllers. * Created Test Classes to test the APEX Classes. * Worked in the warranty support for the project. |

* **Event and Speaker management system (Nov 2013 – Jan 2014)**

| Client | AstraZeneca |
| --- | --- |
| Primary Role | Salesforce Developer – **Salesforce.com , Eclipse** |
| Project Name & Description | The project is to create data warehouse to maintain day to day Transactional data of Fresh only source files are Flat files.  Provide support for Stores System in make sure all applications are up and running fine. Monitor all critical jobs completed on time. Resolve amends on time. And make sure all the critical jobs are running fine. Improve performance issues and provide end to end support to clients. |
| Roles & Responsibilities: | * Created Test Classes to test the triggers and APEX Classes. * Worked as a team member in warranty support. |

**ACADEMIC CREDENTIALS**

* **B.Tech.** (Electronics and Telecommunication) from Govt. College of Engineering, Amaravti (M.S.) in 2012 with CGPA 7.53

**TECHNICAL SKILLS**

* Languages: Apex, Visualforce
* Framework: Force.com, sales cloud
* Web Technologies: HTML, Visualforce
* Operating System: Windows Family
* Tools: Force.com IDE

**CERTIFICATIONS**

* Salesforce App Builder
* Salesforce Administrator
* SalesCloud Consultant

**STRENGHTS**

* Creative thinker with Positive attitude
* Confident and experienced in leading teams
* Proactive, adaptive, self disciplined and goal oriented

**ACHIEVEMENTS**

* GEMS(Going extra milestone) Award – Cognizant – 2016
* Pat on back (Got appreciation from client) Award – Wipro – 2017
* Star of the quarter award- Capgemini - 2019

**PERSONAL DETAILS**

* Date of Birth : 15 Nov 1990
* Marital status : Married
* Name of spouse : Abhijit Kaware
* Languages Known : English, Hindi, Marathi
* Permanent Address : Lahariya Nagar, Kaulkhed , Akola (M.S.)
* Current Address : A3-303, Planet Millenium society, Kunal Icon road, Pimple saudagar, Pune (M.S.)

I certify that the above details are correct and up-to-date at the time of submitting this resume.

**Amruta Wakode**