

RINKITA DHAKATE

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Functions and Specializations

- Salesforce Configurations with out-of-the-box functionalities
- Salesforce custom development using Apex, Triggers, Asynchronous Apex, Integrations, Lightning Web Component
- Sales Cloud
- Service Cloud
- Java 8, Microservices
- DS and Algorithms

Representative Clients

- Brillio
- Wissen Technology
- Tovar Snow Professionals
- KloudGin

Languages

- English
- Hindi

Education, Licenses & Certifications

- B.Tech from RGTU, Bhopal (CGPA: 7.8)

Work Experience

TekSystems Pvt. Ltd 2015 Jun 15 – 2018 Apr 13

KloudGin 2018 Apr 18 – 2020 Dec 31

Wissen Technology 2021 Apr 30 – 2022 Jul 27

Brillio 2022 Oct 20 - Present

Summary

- Total **8** years of professional experience **with 7 years of experience in Salesforce CRM** as a Developer in managing each and every responsibility of gathering project information from clients, designing, developing, testing and releasing.
- Good knowledge and experience in **Lightning Web components**.
- Experience in **configuring and customizing** the applications on the Salesforce platform.
- **REST API** Integration
- Admin responsibilities: maintaining Org, users, profiles, permission sets. Automating business user cases using flows.
- Hands-on experience in **GIT, Jenkins**, package deployment, and CI-CD
- Experience in working with VS Code, Workbench, Postman tool.
- In-depth understanding of **Asynchronous process, triggers, order of execution**
- Hands-on on Java 8 development using Microservices, Rest API & Springboot
- Equipped with knowledge of Business Intelligence analytics using Oracle Apps & Tableau.
- Data structures and algorithms

Professional and Industry Experience

- Perform customizations using Apex, Lightning Web Component Framework, lightning design system in salesforce.com.
- Extensive experience in Apex development involving implementing Triggers, Apex Classes, Standard Controllers, Custom Controllers, and Controller Extensions.
- Experienced in Salesforce Lightning UI using LWC Components.
- Designed and Developed Batch Apex, scheduled Apex for various functional needs in the application.
- Experience working on the data model and SOQL, SOSL, DML statements, sObjects, and Governor Limits.
- Experienced in achieving the functionalities using configurations like Process Builder, and Approval Processes and Flows.
- Good knowledge of security and sharing rules at object, field, and record levels for different users at different levels of the organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Experience in Deployment using Change Sets.
- Designed Custom Formula Fields, Field Dependencies, Validation Rules, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Implemented security and sharing rules at object, field, and record levels for different users at different levels of the organization also created various profiles and configured the permissions based on the organizational hierarchy.
- Having good **Analytical, Programming, and Problem-Solving Skills** with excellent interpersonal skills, team player, and having good leadership qualities.

Technical Skills

Enterprise Software: Salesforce.com

Technical skills: Force.com development, Apex, Java 8, Data structures, IntelliJ

Tools: Data Loader, Workbench, Salesforce Inspector, JIRA, Postman, VS Code (SFDX), MuleSoft

ACCOLADES

- Won 3rd Prize in a Madhya Pradesh State-level competition (Srijan – 2014) Madhya Pradesh, for Implementing K-Map and demonstrating that the K-map reduces the need for extensive calculations by taking advantage of humans' pattern-recognition capability.
- Won Quarterly best employee award (2019-Q2) at KloudGin.
- Won Spot award (2018-Q3) at KloudGin

WORK EXPERIENCE

Project 1: - Brillio (Customer: Ciena)

Tools:

- Jira, Visual Studio Code, Postman, Developer Console

Role:

- Salesforce Developer/ Lead

Responsibilities:

- Worked on a Notification framework: to reduce the number of flows triggered for Case object. The framework is driven by the Scheduler interface, instances of different implementations are picked when the Scheduler runs and sends notifications or performs updates.
- Developed an LWC component: Engineer/Manager Dashboard; data is visible as per permission set assigned to the user. Provides an overview of all the cases owned by the logged-in user, with tabs such as: Booked Time This Week, Case Updates, Case SLOs. List view with case fields.
- Worked on converting existing record-triggered and auto-launched Processes into flows.
- Worked on setting up entitlements for the service cases.
- Developed the Batch class to distribute the total amount in the receipt among the users based on their billing.
- Developed Trigger on Lead object whenever a lead is converted Prospect object is created related to the Account.
- Developed Trigger on the 'Phone Inquire' object whenever a record is created it will check if a duplicate lead is present or not on the basis of a phone number. If present it will update the existing lead else create a new lead
- Developed Trigger to Merge all the workflow, process Builder, and trigger on the Matter object.
- Developed Trigger, Apex class for a lead merge if a duplicate lead is inserted.
- Flows to automate various functionality of the project.
- Created Different reports using custom and standard report types.
- Worked on converting the Aura components into Lightning Web Components

Project 2: - Wissen Technology

Tools:

- Jira, Visual Studio Code.

Role:

- Salesforce Developer

Responsibilities:

- Integrate Salesforce with LinkedIn, Google apps.
- Developed Batch classes for processing billing.
- Developed the Batch class to distribute the total amount in the receipt among the user based on their billing.
- Developed Trigger on Lead object whenever lead is converted Prospect object is created related to the Account.
- Developed Trigger on 'Phone Inquire' object whenever record is created it will check if duplicate lead is present or not on basis of phone number. If present it will update existing lead else create new lead
- Developed Trigger to Merge all the workflow, process Builder and trigger on the Matter object.
- Developed Trigger, Apex class for lead merge if duplicate lead is inserted.
- Flows to automate various functionality of the project.
- Created Different reports using custom and standard report types.
- Worked on converting the Aura components into Lightning Web components

Project 3: Tovar- Customer Implementations

Tools:

- Jira, Visual Studio Code

Role:

- Salesforce Developer

Responsibilities:

- Developed the batch class to send the email to the lead owner, lead owner manager, on every 15days, 30 days and 45 days from lead creation.
- Developed the dynamic Trigger on the Opportunity to create the different Task based on the condition
- Developed the Trigger on lead conversion, when lead is converting the Lead contact and Product record (Custom object) which is related to the lead is directly added to the newly created opportunity's Opportunity contact and opportunity line Item, respectively.
- Developed and design the contact us page webpage using Visualforce, site and web to lead form.
- Created workflow rules, Process builders, Flows & approval process. Setup various Custom Objects, Tabs, validation rules on the Fields, Page layout setup.
- Created LWC component to display the vehicles of the users during the field service management, and providing details regarding the vehicle and user driving it, along with that displaying the current location of the vehicle
- Integration with an external system to send the bills submitted by the user for invoicing.

Project 4: Internal ERP

Tools:

- Salesforce, force.com, LWC

Role:

- Developer/ Lead

Technology/Tools:

Project Description: The Project is an initiative within the Organization, involving all the details of the Organization at one platform. It includes the Customers, Projects, Resources (their tasks, the bugs logged by them/ against them etc).

Responsibilities: Single Face of contact for the Project

1. Talking to the customer on the requirements, features to add or enable, the various challenges with the enhancements needed.
2. Preparing the design document (Technical and Functional), for enabling any enhancement.
3. Taking care of the development process from scratch until the end.
4. Preparing and reviewing the test cases for each enhancement.

5. Taking care of the P1 bugs and issues, talking and negotiating to the customers on the bugs fixing
6. Handling the design, development, QA and review of the Project

Setup of users, Profiles, Roles. Managing sharing setting and Manual sharing within the org

Creation of custom objects and fields. Such as for Cases: extending its functionality to enable logging internal project bugs and draft enhancements.

Tasks: providing the managers the ability to create task for a project and assign to their teams and track on a daily basis by reports and dashboards.

Expense Management: Employees are able to enter their Expense for reimbursement and we are able to bill that expense to the customers by generating PDF

Batch process to calculate the billing per week and send the consolidated report for approvals

Performance Management: Employee's performance tracked here. It gives access to the chain of managers to enter their comments and monitor their performance throughout the year.

HR Management: Daily tasks of HR, like updates on who did not apply leave and is not registered by the biometric, entering leaves, maintaining year holidays. Everything is maintained here.

Employees to check their applied and available leave. Apply for leave and approval process setup for the managers to approve, and the leaves to deduct from their balance.

Batch process: runs on a yearly basis and calculates the users' leaves for the next year.

Project Management: For employees to enter their hours against tasks or cases and also get a summarized view of where their time is spent. Generating reports on the basis of projects, weekly and monthly for the management to review.