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**Harshal M. Jagdale**

Salesforce Administrator/Developer harshal.jagdale@gmail.com, +91 9890522571

**Awards:**

* 3x Appreciation from Customer- Take Accountability – 2020
* Outstanding Contribution and Commitment to Zensar – 2019

**Professional Summary:**

* Bachelor of Computer Application with experience on Salesforce.com platform as Salesforce administrator/developer.
* Majorly worked on Support and Administrating Salesforce.com CRM applications for global clients.
* Salesforce.com experience includes Salesforce.com Configuration like Workflow Rules, Lightning Process Builder, User Profiles, Roles, Business processes, Record Types, Page Layouts, Reports and Dashboards Validation Rules, Security Implementation, Case Escalation, Import Wizard, Apex Data Loader and custom apps.
* Result oriented team player and takes complete ownership of successful task delivery.
* Knowledge in Apex, Aura Component, Lightning Web Component, Apex Triggers.
* In depth technical knowledge industry standards, best practices in areas of Salesforce Implementation, Consulting, Administration and Support front.
* Very supportive, positive attitude, reliable and optimistic team member.
* Knowledge and experience with supporting users on a global basis and the ability to do it remotely

**Experience Details:**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Zensar Technologies | Software Engineer | September 2019 - Till Now |
| Net Gyani IT Services Private Limited | Associate Software Engineer | September 2018 – August 2019 |
| Cognizant Technology Solutions India Pvt Ltd | Process Executive | June 2017 - Aug 2018 |

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree/Diploma** | **Specialization** | **University/Board** | **Year** |
| Bachelor of Computer Application | Computer Application | North Maharashtra University | June -2015 |
| HSC | Science | Maharashtra Board | March –2009 |
| SSC | General | Maharashtra Board | March – 2007 |

**Skills:**

|  |  |
| --- | --- |
| **Programming Language** | Apex |
| **Web Technologies** | HTLM, CSS, Java Script |
| **Data Base** | My SQL |
| **Operating System** | Windows 10, Mac |
| **CRM** | Salesforce.com CRM |

**Work Experience:**

**Project #: 3**

|  |  |
| --- | --- |
| **Project Title** | Salesforce.com CRM Support, Customization |
| **Organization** | Zensar Technologies |
| **Project Domain** | Salesforce.com |
| **Duration** | September 2019 – Till |
| **Solution** | Salesforce Administration, Sales Cloud |
| **Designation** | Salesforce Administrator / Developer |
| **Team Size** | 10 |
| **Environment** | Salesforce.com |

**Project Description:**

Salesforce.com Support on was for SFDC Sales. Users across salesforce.com CRM used to raise incident / case for an issue they had. As per the impact an incident used to assign to our team, and we had resolved an issue within agreed SLA.

**Roles and Responsibilities:**

* SFDC SME for Technical Support teams and managing IT marketing salesforce user.
* Assist by making change recommendations, technology research and assessments to identify Salesforce solutions for best strategic, functional, and technical fit
* Resolves technical issues through debugging, research, and investigation
* Escalate process change requests, system enhancements or any other related requests through relevant mechanisms for approval / prioritization
* Work with team members to identify project tasks, estimated work effort and timelines; escalate any changes to project scope
* Develop, maintain, create, and improve validation rules, custom workflows, Apex customizations, custom objects, fields, and formulas, collaborate with senior developers to solve complex problems and issues
* Expertise in salesforce app exchange product: LeanData, Copado, Conversica.
* Knowledge in Marketing Cloud, Eloqua App Cloud, ETL

**Project #: 2**

|  |  |
| --- | --- |
| **Project Title** | Salesforce.com CRM Support |
| **Organization** | Net Gyani IT Services Private Limited. |
| **Project Domain** | Salesforce.com |
| **Duration** | September 2018 – August 2019 |
| **Solution** | Salesforce Administration, Service Cloud |
| **Designation** | Salesforce Administrator / Developer |
| **Team Size** | 7 |
| **Environment** | Salesforce.com |

**Project Description:**

Salesforce.com Support on was for SFDC CRM administration Support for L1, L2 incidents. Users across salesforce.com CRM used to raise incident / case for an issue they had. As per the impact an incident used to assign to our team, and we had resolved an issue within agreed SLA.

**Roles and Responsibilities:**

* Resolve Salesforce.com CRM administration support issues.
* Work on L1 and L2 incidents and provide resolution to complex business requirements.
* Creating standard Automations – Process Builder, Workflow Rules, Assignment Rule, Validation rule and Auto Response Rule.
* Standard and Custom Objects – Customization of standard Objects, Custom object design / creation, field level security/field creation.
* User / Security and Access – User provisioning, License management, Profile Setup / Administration / Maintenance.
* Security, Page Layout design, Record type creation / maintenance, Object linking / relationship.
* Data Import and Export
* Report and Dashboard creation for executives and users.
* Contribute to deployment activities for different SFDC Applications.

**Project #: 1**

|  |  |
| --- | --- |
| **Project Title** | US Health Care Support |
| **Organization** | Cognizant Technology Service Private Limited. |
| **Project Domain** | Healthcare (TMG Health/Blue Cross Blue Shield ) |
| **Duration** | June 2017- August 2018 |
| **Designation** | Process Executive – Data |
| **Team Size** | 40 |

**Roles and Responsibilities:**

* Processing enrolment of members by reviewing/evaluating enrolment forms, accurately entering all group, subscriber and member information into system database.
* Responsible for data capture, data validation and updating relevant applications as per the defined process in addition to meeting TAT and maintaining accuracy in day-to-day transaction processing in client applications, process flows.
* Working on different Queues of Enrolment process i.e. Add Queue and Change Queue.
* Working on route request which come through the Customer Service which is raised by member in concern with their Mode of payment, Address update and PCP update.
* Working on TRR Code which come through CMS to work as per the update or rejection made by CMS to resolve directly in Facets Application.
* Meet process SLAs / metrics productivity and quality targets within the established timelines.

**Place:** Pune

**Date:**   **Harshal Jagdale**