

## Objective

A candidate with 6.5 years of CRM experience in developing solution for Telecom and Manufacturing and thorough grasp of algorithm development seeking to work as a Salesforce Developer in a leading organization. Experienced in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects using Salesforce.com CRM.

## Profile Summary

Current Company	Gagstek LLP
Current Designation	Application Development Senior Analyst
Total Working Experience	6.5 years
Total Working Experience(Onsite)	3.5 months
CRM Technologies	Salesforce, Siebel 8.1
Salesforce Clouds	Sales Cloud, Service Cloud, Basics of Community and Salesforce CPQ, Financial Cloud

## Experience Summary

- Proficient with Salesforce technologies in configuration and customizations.
- Worked on workflows, Process Builder, Approval Process Lightning Flows, Queues, Data loader, Custom Metadata, Custom Settings, Reports and Dashboards, Layouts, Record Types, Lookups, Price Rules, Escalation Rules, Auto-response Rules, Email –To –Case, Assignment Rules, Remedy-force development.
- Salesforce Lightning Aura components, worked LWC, Apex Triggers. Worked on Batch class, Outbound APIs using framework, deployment tools like GIT, Change Set, Copado and aware of DevOps strategies.
- Worked on managed packages like Conga Composer, Q-Assign. I have basic knowledge about Salesforce CPQ process.
- Worked on JIRA, Lucid Charts for data model designs, also used Miro boards for sprint Retrospective meetings.
- Created Sandbox for developing new Sprint Phase requirements. Also managed to maintain the Sandbox and refresh whenever required. Handled Data Management and Data Migration activities using tools like Data Loader, workbench.
- Properly maintained the document part and Technical Design Documents for all the client requirements.
- Strong understanding of Salesforce.com best practices and functionality
- Time management, ability to multitask and propensity to handle urgent interrupts with poise.

## Work Experience Details

**1. Current Company:** Gagstek LLP (April 2021 to present)

**Designation:** Application Development Senior Analyst

**Role:** Salesforce Developer

**Responsibilities:**

- Working as part of a large team responsible for understanding the requirements of a financial service client and develop it using the salesforce service cloud platform
- Working effectively with key business stakeholders to identify and prioritize specific requirements
- Understand business requirements and convert into technical terms
- Extensive experience in designing of custom objects, custom fields, workflows, relationships, look - ups, dependent pick lists, workflow alerts, validation rules, approval processes, custom tabs, record types, and record type based page layouts, formula fields, permission sets and permission set groups according to application requirements
- Design and implemented solutions for various requirements using Flows
- Hands on experience in building processes using Process Builder in Salesforce
- Designed and developed Apex Class for various functional requirements by following the best coding standards
- Designed and developed Salesforce Lightning solutions using Lightning Web Components
- Experience in deployment using Copado

**2. Company:** Capgemini (April 2020 to April 2021)

**Designation:** Consultant

**Client Name:** Radius Telecoms, Philippines

**Role:** Salesforce Admin and Developer

**Responsibilities:**

- Worked on a high-profile Salesforce Digital Transformation program
- Participated in technical design sessions and created stories for development
- Worked on various standard and custom objects to support the business process
- Create and maintain configuration components like Process Builder, Flows, Workflows, Validation Rules, and Duplicate Management
- Designed and developed Apex Class and Apex triggers for various functional requirements.
- Performed the roles of both Salesforce Administrator and Developer as per need

**3. Company:** Infosys (December 2017 to April 2020)

**Designation:** Technology Analyst

**Client Name:** KONE, Finland

**Role:** Salesforce Admin and Developer

**Responsibilities:**

- Have been part of a team responsible for understanding the client's legacy system and develop it into salesforce sales cloud platform.
- Collaborate with business stakeholders to analyse requirements and translate into technical requirements and articulate design considerations
- Administers overall setup, configuration, and maintenance of the Salesforce.com platform for the various divisions
- Performs system administration functions such as custom app setup, user management (profiles and roles),

permission sets, sharing rules, field and validation rule configuration, email templates, queue, public groups and other Salesforce.com out-of-the-box access features

- Improve and maintain the quality of the data captured and stored in the organization through field and validation rule configuration, daily reporting and data upload.
- Experience performing data clean-up and/or data migration to and from Salesforce.com.
- Worked with various Confidential Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards to support vital business functions.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.

4. **Company:** Tech Mahindra (December 2015-Dec 2017)

**Designation:** Software Engineer

**Client Name:** SPARK NZ Ltd (Telecom Provider, New Zealand)

**Role:** Siebel Developer

**Responsibilities :**

- Worked on Siebel Tools and developed the functionalities as per client requirements.
- Conducted KT Sessions to both internal team members and clients
- Authored Release Notes, Maintenance Documents, Technical Design Documents and Configuration Workbook at different phases of the project.

**Educational Qualification:**

Degree	Board/University	Institute/College	Year of Passing
Bachelor of Engineering (Electro & Tele-Comm.)	Nagpur University	G.H Rasoni Institute of Engineering and Technology for Women	2015

**Technical Certification:**

- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Service Cloud Consultant
- Copado Fundamentals I

*(To Verify Certificate Status: Full Name – Mohini Rokde)*

**REFERENCES:**

- Will be provided based on request