# RESUME

# Pallavi Joshi

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**EXPERIENCE SUMMARY:**

* Have more than 6.4 years of experience as a Technical Consultant with end-to-end Software development experience from involving in Requirements, Analysis, Design, Development and application Testing using Force.com platform, Sales cloud, Steelbrick CPQ, Apttus CPQ ,CLM ,Conga , Quip and .Net technologies.
* Currently working as a Technology Associate 2 with PricewaterhouseCoopers.
* Certified Salesforce Platform Developer 1, Platform for Developer 2, Salesforce.com Certified Sharing and Visibility Designer, Salesforce.com Certified App Builder, Salesforce.com Certified Application Architect.
* Expertise in Core Salesforce application development using Salesforce tools to map business

Process, implement system automation and integration.

* Experienced in Requirements gathering from various Business teams, propose software Development specification, development, Deployments, Unit and Integration testing.
* Experience in designing and developing applications for large-scale enterprises on Unlimited and Enterprise editions

**Force.Com related experience:**

• Have good exposure on Salesforce Development, Customization, Integration with both REST and SOAP, Administration, Configuration, CPQ, Complete CLM process and Implementation of Salesforce CRM.

• Expert in developing Apex Classes, Batch Apex, and Triggers

• Expert in developing User Interface applications using Aura based components, Lightning Web Components for internal and external portals.

• Expert in designing data model on Force.com platform

•Strong Experience in migrating metadata from one environment to another by using modern deployment tools like Change Sets, ANT and VS Code.

•Proficiency in Unit Testing and Test coverage for Apex classes and Triggers.

• Experienced in developing Communities and Portals for customers to business.

• Experience in process automation using configuration options like Workflow rules, Process builders and other OOB options.

• Experienced in creating OWD, Sharing rules, Queues, Permission Sets, Public groups.

• Very Good Knowledge on Ant tool,GIT repository, Azure Repository.

**CERTIFICATIONS:**

* Salesforce.com Certified Platform Developer 1
* Salesforce.com Certified Platform Developer 2
* Salesforce.com Certified Sharing and Visibility Designer
* Salesforce.com Certified App Builder
* Salesforce.com Certified Application Architect

**PROFESSIONAL EXPERIENCE:**

* Currently working as Technology Associate with PricewaterhouseCoopers 2 from 31st October 2019 till date.
* Worked as a Technology Consultant with Deloitte Consulting India PVT Ltd from 24th July 2017 to 25th October 2019.
* Worked as Senior System Engineer with Infosys 23rd June 2014 to 17th July 2017.

**PROJECT DETAILS:**

**PROJECT 1:**

**TITLE:**ACCESS - State’s Department of Child Welfare

**CLIENT:**State of Louisiana – Public Sector

**DESCRIPTION**:

Application is for States child welfare department to manage Child welfare activities related to the state covering Intake generation, Investigation maintenance and related activities in an integrated application

**RESPONSIBILITIES:**

* Part of the application design team from offshore.

•Responsible for designing and developing the backend worker portal for addressing all required business flows.

• Responsible for building the custom interface layer for communicating multiple related applications through web services

• Analyze the existing system process, functionality, and design the new system with respective techniques in salesforce Lightning.

* Implemented lightning Experience App Builder.
* Developed app with reusable Lightning components.
* Building custom logic using Lightning Component, Lightning Pages, Apex Trigger, Apex Class and Visualforce Components, CSS, JavaScript, HTML

• Review integration testing plans, Support and/or execute testing efforts across the life cycle.

• Work with Release Management to ensure modules are production-ready, Supports the ongoing maintenance of applications, Oversee and assist in production support

**PROJECT 2:**

**TITLE:**Mandate Reporter Portal

**CLIENT:**State of Louisiana – Public Sector

**DESCRIPTION**:

The Mandated Reporter Portal facilitates the reporting of suspected cases of child abuse by Mandated Reporters through an un-authenticated public-facing portal**.**

**RESPONSIBILITIES:**

* Part of the application design team from offshore.
* Designed salesforce lightning community architecture to fit the states reporting portal’s requirement.
* Developed customer communities on force.com using aura framework.
* Developed communication layer for auto-feeding of the applications raised from the new force.com portal to the states existing data center layered outside salesforce.

**PROJECT 4:**

**TITLE:**Reservoir Navigation System (RNS)

**CLIENT:**Baker Hughes

**DESCRIPTION**:

Reservoir Navigation Services (RNS) to drill and geosteer complex high-angle and horizontal wells. Our precise, real-time drilling capabilities and advanced formation evaluation technologies are complemented by dynamic, interactive software and experienced RNS supervisors offering expert advice. This fit-for-purpose, multidisciplinary approach reduces NPT and maximizes production by keeping your wellbore in the pay zone.

RNS dynamically link to a selection of geological curtain sections allowing fast, interactive updates and interpretations. Real-time distance-to-bed boundary and apparent-dip calculations with all image data are available for improved decision-making.

**RESPONSIBILITIES:**

* Implementation of business logic as per business requirements
* Update progress on the requirement in scrum every day.
* Interact with clients for clarification.
* Deliver task assigned on time.
* Analysis of Bugs in application
* Functional Testing
* Fixing of bugs and handling of run time exceptions.

**PROJECT 5:**

**TITLE:**Benefits Processing System

**DESCRIPTION**:

Benefits Processing System application is developed to process the insurance/benefit related deductions for US Payroll. After the processing, a report showing the deducted amount against the advised amount is shared with the vendors. The use of application avoids manual calculation of deduction details, which is cumbersome, and risk prone.

**RESPONSIBILITIES:**

* Implementation of business logic as per business requirements
* Update progress on the requirement in scrum every day.
* Interact with clients for clarification.
* Deliver task assigned on time.
* Analysis of Bugs in application
* Functional Testing

**PROJECT 6:**

**TITLE:** Automtion Anywhere Inc: AC-AAI

**CLIENT:** Automation Anywhere

**DESCRIPTION**:

A Sales Cloud Application to manage Contact, Account , Lead, Campaign and Opportunity.

Customer data will be exposed directly to the customer in an easy to use and digestible format through the Customer Support Portal. Through one online experience customers will have the ability to interact with different business groups within OSIsoft. The following are key pieces of functionality

* Customer Experience (Home Page, Contact Us, Preference Center)
* Product Page
* Support and Customer Care Case Management
* Service Lifecycle Management
* Success Objectives
* Customer Site User Administration
* Quote Management

**RESPONSIBILITIES:**

* Part of the application design team from offshore.

•Responsible for designing and developing the backend worker portal for addressing all required business flows.

• Analyze the existing system process, functionality, and design the new system with respective techniques in salesforce Lightning.

* Implemented lightning Experience App Builder, Workflow, Flows.
* Various scenario using OOTB functionality.

• Review integration testing plans, Support and/or execute testing efforts across the life cycle.

• Work with Release Management to ensure modules are production-ready, Supports the ongoing maintenance of applications, Oversee and assist in production support

**PROJECT 7:**

**TITLE:** XAAS – Business in a Box

**CLIENT:** na

**DESCRIPTION**:

 The goal of Project FOT – XAAS Salesforce Reimplementation was to re-establish an experience and foundational model that provided a more seamless sales engagement model for business users, as well as instill leading practices that can be utilized for future phases of work (Ex. Apttus CPQ, CLM ). The team worked closely with XAAS business and IT stakeholders to refine the existing page layouts, stages, and automations to create systematic efficiencies, redefine a industry-leading workflow, and maintain processes for sales, contract, finance and sales operations, The following key pieces of functionality were developed as part of Phase 1 and will be covered in further details throughout this document.

* Opportunity
* Proposal / Quote
* Proposal Line Item
* Product Configuration
* Line Item
* Proposal Attribute Value
* Apttus Order
* Asset Lines
* Contract Conga CLM
* Contract Line Item
* Apttus Intelligent Workflow Approvals
* Reporting
* Conga
* Advance Approval

**RESPONSIBILITIES:**

* Part of the application design team from offshore.

•Responsible for designing and developing the backend worker portal for addressing all required business flows.

• Analyze the existing system process, functionality, and design the new system with respective techniques in salesforce Lightning.

* Implemented lightning Experience App Builder, Workflow, Flows.
* Various scenario using OOTB functionality.
* Responsible for Product structure(Bundle/Standalone, Addon, Options), Price List, Price Rule, Product Rule.
* Responsible for Renewal and Add on Business Flow.
* Implemented Advance Approval for various business flow.
* Configured Conga composer to generate Quote Document/Template, Contract Template, E-signature, Redline
* Implemented the CLM process.
* Responsible for running code scan and Fix.
* Implemented Quip functionality for Opportunity business flow.

• Review integration testing plans, Support and/or execute testing efforts across the life cycle.

• Work with Release Management to ensure modules are production-ready, Supports the ongoing maintenance of applications, Oversee and assist in production support

**PROJECT 8:**

**TITLE:** Ad Sales

**CLIENT:** na

**DESCRIPTION**:

The goal of Project Ad Sales was to re-establish an experience and foundational model that provided a more seamless sales engagement model for business users, as well as instill leading practices that can be utilized for future phases of work (Ex. Steelbrick CPQ, CLM ). The team worked closely with Ad Sales business and IT stakeholders to refine the existing page layouts, stages, and automations to create systematic efficiencies, redefine a industry-leading workflow, and maintain processes for sales, contract, finance, sales operations, leadership, marketing, partner, and licensing/onboarding teams. The following key pieces of functionality were developed as part of Phase 1 and will be covered in further details throughout this document.

* Account
* Account Team Members
* Contact
* Lead
* Opportunity
* Opportunity Account Split
* Quote
* Approval
* Resource
* Reporting

**RESPONSIBILITIES:**

* Part of the application design team from offshore.

•Responsible for designing and developing the backend worker portal for addressing all required business flows.

• Analyze the existing system process, functionality, and design the new system with respective techniques in salesforce Lightning.

* Implemented lightning Experience App Builder, Workflow, Flows.
* Various scenario using OOTB functionality.
* Responsible for Product structure(Bundle/Standalone, Addon, Options), Price List, Price Rule, Product Rule.
* Responsible for Renewal and Add on Business Flow.
* Implemented Advance Approval for various business flow.
* Configured Conga composer to generate Quote Document/Template, Contract Template, E-signature, Redline
* Implemented the CLM process.
* Responsible for running code scan and Fix.
* Implemented Quip functionality for Opportunity business flow.

• Review integration testing plans, Support and/or execute testing efforts across the life cycle.

• Work with Release Management to ensure modules are production-ready, Supports the ongoing maintenance of applications, Oversee and assist in production support

**EDUCATIONAL QUALIFICATIONS:**

* Bachelor of Technology in Electronics and Communication’s engineering from **Global Academy ofTechnology, Bangalore(78%).**
* Intermediate from **Army Public School, Ranchi(74%).**
* Matriculation from G.L.M.S High School(65%).

**DECLARATION:**

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: (Pallavi Joshi)

Date