SUPRIYA JAMDAR| **PRODUCTION SUPPORT ENGINEER & DEVELOPER Salesforce / MuleSoft**

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**Current Residence:** Pune.

Salesforce & MuleSoft developer & Production support engineer with 3.5 years of experience for a production support and development support for a fortune s500 clients Reporting environment Supporting global customers base (Specially EMEA, Brazil, India & NA region) and later as a salesforce and MuleSoft developer. Possesses strong technical expertise in managing and maintaining and supporting salesforce technical environment and providing right support to business users and I know end to end business processes for the client

**HIGHLIGHTS OF PROFESSIONAL EXPERIENCE:**

**C-Serve Support Engineer & Support Developer,** Manufacturing Domain, Mar 2020 – Current

* Understand, Document and Execute Functional and Testing Use cases
* Customer Support for C-Serve related queries
* Data Migration (Import /Export support)
* Create Reports, Dashboards, users, Profiles etc.
* Currently supporting their adoption process and streamlining day to day processes
* C-Serve Admin & Configuration related Activities
* Performed functional testing of newly built functionalities
* C-Serve Production support
* Created C-Serve Training Material data

**Salesforce & MuleSoft Developer,** Home Automation Manufacturer, May 2019 - Feb 2019

* **Case Generation (Helpdesk)** **and Google & Alexa Voice integration**
  + Standard object for Case Management
  + Salesforce and Google Dialog Flow & Alexa integration via connected app and Remote site settings
  + Implementation with Google Dialog flow & Amazon Alexa authentication
  + Created entity, intent, fulfillment in google dialog flow
  + Created Skill, Intent and slots for Alexa voice
  + Created JSON handshake between Google Dialog flow and Salesforce
  + Created JSON handshake between Alexa Skill kit and Salesforce
  + Created salesforce Apex class for response wrapper to dialog flow and Alexa
  + This was Chat as well as Voice enabled interface via Google & Alexa
  + Dialog flow & Alexa outcome saved in salesforce standard object. Success message showed to or communicated to customer via dialog flow & Alexa
* **Storefront (Salesforce B2B Commerce CloudCraze) to Customer Web Application bidirectional integration via MuleSoft**
  + Bidirectional integration Requirements gathering & Documentation - CloudCraze to Web App
  + Solution Design & Conceptual solution flow
  + Product Update Business Flow - Web App to CloudCraze (Pull & Push both Implementation) Create Product, Update Product, Delete Product
  + Order Update Business Flow - CloudCraze to Web App
  + Technical Design
  + Salesforce, CloudCraze, MuleSoft Configuration.
  + MuleSoft Technical implementation
  + MuleSoft Connectors used: Listener, Scheduler, Retrieve, Request, Store, Transform Message, Upsert, Query
  + Transformation used: JSON to CSV, CSV to JSON, JSON to Java Object, Java Object to JSON

**OBIEE & Cognos Testing & Support Engineer,** Manufacturing Domain, Jan 2016 – Aug 2018

* performance management based on Quality, Delivery, Spend and Productivity COGNOS application tool
* Supplier Monthly manual Scorecard checking for Delivery, Quality and Productivity metrics
* Monthly Supplier, Scorecard and ORG script testing
* Quality & Production testing for the supplier metrics & maintenance of Production Change Request
* Business Communication with Commodity Managers for Productivity & Spend
* Coordinate with Business and Quality managers for Supplier Ratings Database maintenance of the supplier
* Issue log tracking for all business
* Validate region wise all required documents for supplier Communicate with business for approvals
* Responsible for providing timely vendor number to client and business
* Working with Service level agreement
* Responsible for creating awareness about process using Trainings and Q&A Sessions for requesters
* COGNOS to OBIEE Migration – requirement gathering, testing, defect reporting and customer support

**EDUCATION AND NOTABLE:**

* Bachelor of Engineering (E&TC), Maharashtra Institute of Technology, Pune, 2014.
* Diploma (E&TC), Government Polytechnic, Pune, 2011.
* Salesforce Certified **Platform** Developer I (Summer 2019)
* Completed 100+ Salesforce trailhead badges \*Salesforce Trailhead Ranger\*

**SKILLS:**

* Core Competency: Mulesoft, Salesforce Custom Objects
* Programming IDE: Salesforce Developer Console, Anypoint Studio
* Programming Skills: Apex, Visualforce and JavaScript
* Experience with Custom fields, Custom Objects, Relationships, Data Import and Export, Workflow rules, Lightning Process Builder, Approvals, Visual Workflow
* Having knowledge and experience with Formula fields, Rollup summary fields,Validation rules
* Having knowledge and experience with Security models and its access levels
* Having knowledge and experience with Apex Triggers, Apex Classes, Visualforce pages
* Having knowledge and experience about Reports, Dashboards & Writing SOQL
* Knowledge of Lightning App Builder

**WORK EXPERIENCE:**

1. **XenLabs - May 2019 – Current - Salesforce/MuleSoft Developer.**
2. **Eaton Technology Pvt. Ltd - Jan 2016 – Aug 2018 - Process Assistant**