|  |  |
| --- | --- |
| s | Harshada Meshram     Nashville, TN, USA 37211      +1 (615) 705-1750      Harshadasgotekar@gmail.com     <https://www.linkedin.com/in/harshada-meshram-a697a8207/> |

|  |  |
| --- | --- |
| Professional Summary | * Over 5+ years of IT experience in various stages of Software Development which includes 3+ years of experience as Salesforce CRM Developer which involves Administrator, Development, Integration and lightning like classic to lightning migration and lightning component development. 2 years of experience on JavaScript, HTML, CSS.
* Strong IT experience in Software Development that includes all phases of Requirement Analysis, Design, Development, UAT and maintenance of Product / business applications including Cloud.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Good in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Worked closely with Business Users to enable business processes using SFDC.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE.
* Experienced in Developing and Administrating projects on Salesforce.
* Involved in integration of Salesforce with REST and SOAP Web Services.
* Expertise in Force.com technology stack: APEX, Visual Force, SOQL and SOSL.
* Built customized Salesforce Mobile Apps using Lighting Component Framework.
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects and master-detail relationships.
* Good experience in designing Front-end using Dynamic Visual force pages, Components, HTML, CSS, JavaScript, JQuery, Bootstrap.
* In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Account Management and Case Management.
* Maintain and create workflow rules, validation rules, formula fields, escalation rules, auto-assignment rules, with regards to CPQ and pricing rules.
* Involved in end-to-end QA and UAT testing and validation and CPQ including products, pricing, quoting etc.
* Extensive experience in designing Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Experience in Migrating data from legacy systems to Salesforce using Apex Data Loader.
* Hands on experience with Apex Language, Apex Trigger, Apex Class, Apex Test Methods, Apex Web Service, Visualforce Pages, Visualforce Components & Controllers.
* Used the sandbox for Testing and Migrated the code to the Deployment instance after Testing.
* Unit and Integration Testing for new requirement and get the UAT from the Business owner.
* Configured and maintained user security permissions in compliance with organizational needs.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Strong knowledge & experience working in teams implementing Agile Methodologies.
* Worked on Large Data Integration and Migration Project.

 |

|  |  |  |  |
| --- | --- | --- | --- |
| Skills |

|  |  |
| --- | --- |
| * Salesforce Technologies-Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages, Visualforce Components, S Controls, Apex Web Services, Lightning (Aura Components, Web Components) Lightning apps, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader
* Languages-Apex, Visualforce, HTML, CSS, JavaScript
* Tools-Apex Data loader, GitHub, Web services APIs like SOAP, Force.com Explorer, JIRA
* SDLC- Use cases and Use case diagrams, Agile methodology / Scrum
* Operating Systems-Windows 10/ XP.
* Application Development, Financial planning, Processes
 | * Contract Management, Investments
* CRM, JavaScript, HTML, CSS, JSON
* CSS, Logic, Software Development
* Client, Market, Statistics
* Data Migration, Meetings
* Database, Messaging, Validation
* Delivery, Excel
* Designing, Mail, Web pages
* Dimensions, PowerPoint, Website
* Ecommerce, Windows, Workflow
* E-business, Windows XP, XML
 |

 |

|  |  |
| --- | --- |
| Work History | **SFDC Developer / Lightning Developer** 03/2020 to CurrentCLEAResult, Portland, OR***Responsibilities:**** Involved in various activities of the project like Information Gathering, analyzing the Information.
* Designed and Developed Visual Force pages based on Business Requirements.
* Once the code is deployed in testing environment, need to run database queries in bothSQL server for Test data into SD and Salesforce.
* Designed, Developed and Deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application.
* Gained basic knowledge on Lightning App Builder to develop apps visually, without code using Custom-Built Lightning Components.
* Developed component using Lightning Aura Framework
* Designed and Deployed Custom Objects, Custom tabs, Validation Rules and Auto-Response Rules.
* Created several Workflows, and Approval Processes needed in different stages of Application.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on different Integration Issues and worked on developing Visualforce pages and Apex controller classes.
* Created Custom Reports to track the Cases, assets to be available to different levels in the organization based on their Profiles.
* Good experience in designing Front-end using Dynamic Visualforce pages, Components, HTML5, CSS 3, JavaScript, JQuery, Bootstrap, Media Queries.
* Wrote Apex Triggers to implement business logic which sends E-Mails to the customers.
* Used Salesforce Developer Console to execute Apex Codes and SOQL Queries to verify Salesforce data.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements.
* Developed and configured various Reports and Report Folders for different user Profiles based on the need in the organization.
* Involved in end-to-end testing and configuration enhancements for the CPQ and CLM functionalities.
* Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote.
* Using Apex Data Loader for Migrating Records to Sources and Loaded data into Call Centre application.
* Attended daily Meetings, weekly Scrum Meetings and Sprint review Meetings.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in integration of Salesforce with REST and SOAP Web Services.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Hands-on backend development of Java and MuleSoft based application with teammates.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Agile Development Methodology was followed for the implementation.
* Used the sandbox for Testing and Migrated the code to the Deployment instance after the Testing.
* **Environment:** Saleforce.com platform, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Lightning components, Custom Tabs, Email Services, Security Controls, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Sandbox Data loading, Windows XP.

**Salesforce ADMINISTRATOR/Developer** 11/2014 to 02/2017Rockwell Automation, Milwaukee, WI, USA**Responsibilities:*** Performed in-depth analysis of business practices and provided recommendations on ways to improve the processes.
* Experience working on Case Management, captured cases from the company's website and customer emails.
* Created case sharing model and assigned cases to users according to the role hierarchy.
* Escalated cases according to the case priority.
* Worked on Auto response rules if customers contacted beyond the business hours.
* Worked on Record Types, Validation Rules and Page Layouts.
* Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Created workflow rules and defined related Tasks, Time Triggered Tasks, E-Mail alerts, filed updates to implement business logic.
* Created Email Templates and was involved in doing the mail merge for different standard and custom objects.
* Worked on various AppExchange products according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Worked towards preparation of requirements management plan, business and functional requirement documents.
* Strong Experience in developing Salesforce applications using Apex Classes, Batch Apex, Visual Force pages, Apex Triggers and Custom Buttons and Links.
* Created data flow diagrams and process flow diagrams to facilitate better system understanding.
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business.
* Used Data Loader to read, extract, and load data from comma separated values (CSV) files or from a database connection.
* Involved in mapping the fields between the current reporting system and Salesforce using Data loader.
* Performed import and export operations to load customer data and other master data using Data loader.
* Conducted internal training sessions for business users on Salesforce technology functionalities, especially with respect to reports and dashboards.
* Analyzed different business reports and guided the team on deployment and customization of those reports in Salesforce.
* Worked on designing different custom dashboards for various user groups based on their business functionalities and needs.
* **Environment:** Saleforce.com platform, Record types, Reports, Dashboards, Email, Sharing Rules, MS Word, PowerPoint, Excel, Validation Rules, Messaging, Dashboards, Standard and Custom Objects.

**UI Developer** 11/2008 to 12/2010TechHelperTechnologies, Bhopal, India**Responsibilities:*** Worked closely with business to document and communicate the business goals and objectives.
* Analyzed business requirements
* Elicited requirements using document analysis, requirements workshops, business process descriptions.
* Collaborated with developers and subject matter experts to establish the technical vision and analyze the tradeoffs between usability and performance needs. Posed universal questions to define the project.
* Assisted in documentation of Business Rules and Business Processes.
* **Environment:** JavaScript, JQuery, HTML, CSS

 |

|  |  |
| --- | --- |
| Education | Bachelors:Information Technology, 2008**University** – RGPV Bhopal, India  |

|  |  |
| --- | --- |
| Certifications | * Certified Salesforce Platform Developer-1 Certification
* Certified Salesforce Administrator.

 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Languages |

|  |  |  |
| --- | --- | --- |
| **English**: Proficient |  |  |

 |

.