Bhavika Pandya

Bhavika Pandya
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SALESFORCE CERTIFIED — Administrator

SALESFORCE CERTIFIED — Platform App Builder

SALESFORCE CERTIFIED — Platform Developer I

Overview

- 5+ years of experience in Salesforce
- Adequate knowledge in developing workflow rules, approval processes, process builders, configuring profiles and sharing settings, apex triggers, visualforce pages, apex classes, batch apex, sites, communities, SOAP, REST API integration, lightning, wave analytics, Einstein Analytics etc. on Salesforce.com
- Highly organized with the ability to meet deadlines and a smart worker
- Sound knowledge and understanding of SDLC
- Sound knowledge of Docusign
- Adequate knowledge of CSS, JavaScript and JQuery.
- Good communication and inter-personal skills

Experience

Jan 2021 - Current **Technical Specialist /** Thirdware Solutions Pvt. Ltd.

April 2019 – Jan 2021 **Associate Technical Specialist /** Thirdware Solutions Pvt. Ltd.

April 2018 – March 2019 **Senior Software Engineer /** Thirdware Solutions Pvt. Ltd.

March 2017 – March 2018 **Software Developer /** Thirdware Solutions Pvt. Ltd.

June 2015 – Jan 2017 **System Executive /** Eternus Solutions Pvt. Ltd, Pune

Education

- MBA (Project Management, IT), Welingkar University (2020)
- Bachelor of Engineering (IT), SGBAU University (2015)
- HSC, Maharashtra Board (2011)
- SSC, Maharashtra Board (2009)

Project Details

Domain: API Integration Implementation

Business Goal: To integrate with Naukri.com for automatic recruitment process,

to integrate with Webhook Kisi device for US based employees to capture their attendance record using KISI control system, to integrate with Sainapse tool for Automate searching resolution of issue in Sainapse and return recommended resolution using REST API.

Solution: Developed Rest API's codes and to get real time entries or responses from third party system to act in salesforce org. This connection bridge of Rest API helped recruitment team and sainapse users to reduce delivery time.

Domain: Agile Implementation

Business Goal: To maintain and track the progress of user stories and bugs.

Solution: Agile Accelerator module Implementation and modification to suit the project team's requirements on both Kanban board and Sprint processes.

Gamification:

This project is used company level, widely to measure the performance of employees based on their proficiency of development and problem solving skills.Used apex schedulers to collect, create data and mainly dashboards to represent data for leadership performance reviewers to analyse the efficiency of employee over the period of time.

Domain: RemedyForce

Business Goal: IT service management solution that provides incident, problem, change, release, knowledge, service level, service asset configuration, request fulfillment, and service catalogue processes. It enables organizations to respond quickly and efficiently to conditions that disrupt business services and minimize downtime.

Solution: Developed custom codes and Configured all the SLA's to helps speed response time and improves productivity by incorporating IT Infrastructure Library (ITIL) best practices.

Domain: PSA

Business Goal: Managing the company's projects and finances in a standardized way to track revenue and utilization efficiently.

Solution: Migrated the people and projects to FinancialForce Professional Services Automation (PSA) Application. Developed Apex codes and did SFDC Configuration to customize the standard application to meet the company's requirements. The project scope also included change management from existing standalone applications to PSA and training and support to the entire workforce.

Domain: CRM

Business Goal: A system required to manage the company's Sales and Pre-Sales processes.

Solution: Configured and customized the Salesforce Customer Relationship Management(CRM) Application to automate and standardize the Sales and Pre-sales processes and manage all the existing leads.

Domain: HCM

Business Goal: Migrating all the existing HR processes and the workforce to a standardized application to manage Recruitment, Talent Acquisition and Human capital efficiently.

Solution: Developed custom codes and Configured all the HR processes on Salesforce Human Capital Management(HCM) Application. The project scope also included configuring the Recruitment module on HCM to automate the onboarding and offboarding process.