Devyani Bhaskar Mankar

Senior Software Engineer
Pegasus InfoCorp
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Career Objective

Looking for an innovative and challenging Software development environment, which can fully utilize my capabilities and to be fully dynamic software professional working systematically, building good logics to be globally competitive following the perfect principle of time and quality techniques.

Professional Summary

- Total 3+ Years of Experience in IT Industry and Relevant experience in Salesforce is 2.4 Years.
- Experience in Sales and Service Cloud.
- Experience working with Servicemax configuration such as managing service flow manager wizards, permission sets & profiles, Case management, Work order management, Scheduling & Dispatch, etc.
- Understanding on SDLC Lifecycle.
- Expertise in Data Modelling such as Creation of Custom objects, Custom fields, Page layouts, Relationships, Formula fields and Validation Rules.
- Strong Understanding of Process Automation tools like Workflow and Process builder.
- Hands on Experience in using Data Migration tools like Data Loader and Import Wizard.
- Expertise in Salesforce Security model.
- Hands on Experience in generating Reports and Dashboards.
- Good Knowledge of Apex classes, Triggers, SOQL & SOSL in Salesforce.
- Regular interaction with clients.
- Strong understanding of Salesforce.com best practices.
- Knowledge about Lightning Flows and Aura basics.

Skills

- Salesforce Configuration – Creating Custom objects & fields, Relationships, Page layout, Validation Rules, Security Model, Reports & Dashboards, Workflow Rules and Process Builder, Servicemax Configuration.
- Salesforce Customization – Apex classes, Triggers, Custom Settings, Custom Labels, Custom Metadata.
- Agile & Devops – Jira, Change Set, Managed and Unmanaged package deployment.
- Tools – Data loader, Excel, Visual Studio, Microsoft office 2003/2007/2010.

Education

BE (IT) with 7.98 CGPA   Aug 2013 – July 2017

Certifications

1. Salesforce Certified Administrator.
2. Excel Basics for Data Analysis.
3. Data Visualization and Dashboards with Excel.
4. Internship certification as a Web Designer.

Experience

Senior Software Engineer at Pegasus InfoCorp, Mumbai.

Client: Johnson Controls (India) Pvt.Ltd.

Project:

Servicemax

ServiceMax is a Service Execution Management company. **ServiceMax** provides a cloud-based software platform designed to improve the productivity of complex, equipment-centric service execution for OEMs, operators, and 3rd-party service providers. ServiceMax's platform is a SaaS (Software as a Service) software running on Salesforce force.com cloud technology. ServiceMax's cloud-based, mobile-ready field service software solution supports companies across industries to manage work orders, plan and schedule work assignments, and provide mobile technician enablement, contracts and entitlements, proactive maintenance, and parts inventory management.

Roles & Responsibilities:-

- Analyzing and understanding Business Requirement.
- Working on client projects.
- Configure the application.
- Experienced in creating Objects, Fields and defining Relationships.
- Experienced in User Management tasks like creating Users, Role Hierarchy and Profiles.
- Creating Validation rules, Workflow Rules which help in business automation.
- Working Experience on creating Reports and Dashboard in SFDC for Reporting purpose.
- Ability to write SOQL queries across multiple objects within Salesforce.
- Expertise in import and export data using Apex Data Loader and Import Wizard to and from Salesforce.
- Having Experience using Outbound & Inbound Change Sets.
- Active participation in Daily status calls and Regular interaction with clients.
- Troubleshoot any configuration and some customization issues and recommended solutions.

Process Executive at Nvidia Graphics Pvt. Ltd., Pune.

Project:

DIALOG

Roche Dialog is a portal which is built in AEM and integrated with SFDC and SAP technologies. This portal is used for the Roche customers who are already members of the

Roche products and who are willing to know about the Roche products. This single portal contains the data of the Roche R&D information and the tracking of Sales Orders, Deliveries and Invoices which are integrated from SAP systems. Using the Dialog portal, users can raise a case for the Roche support on the products they already bought. And also, can give feedback on the products. Case can be created in 2 ways.

1. Using the chat facility which provided using Live Agent functionality.

2. Using the Support Request tab. AEM covers the functionalities like Home, News, Videos and Help pages of Roche Diagnostics.

Roles & Responsibilities:-

- Analyzing and understanding Business Requirement.
- Configure the application.
- Involved in data migration through data loader, Import Wizard.
- Involving in the enhancements of the UI changes/fixes.
- Analyse the issues reported by the Business users, debug and fix them.
- Created new custom objects, custom fields, and field dependencies.
- Maintained permission sets, users, profiles.
- Generated various Reports and Dashboards.
- Active participation in Daily status calls and Regular interaction with clients.
- Initially involved in AI related projects, Worked on Image and video labelling.

Personal Details:-

- Full Name - Devyani Bhaskar Mankar
- Marital Status - Single
- Current Address – Atharva, Mohan Nagar Co-operative Society near bitwise terra tower, Baner, Pune- 411045.
- Permanent Address - c/o B.T.Mankar Gurudev Colony, near Harsharaj Colony, V.M.V.Road, Amravati, 444604.
- DOB – 18/10/1995
- Languages known – English, Hindi, Marathi
- Hobbies – Listening Songs, Reading spiritual books, Writing Poems.