

Tushar Thakare

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SUMMARY

- Around 4+ years of experience in Salesforce CRM both as a developer and administrator involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, development and deployment.
- Good knowledge in Salesforce Sales cloud and Service cloud.
- Hands on experience in implementation and customization of Salesforce.com using Apex (classes, controllers & triggers), apex scheduler, batch apex, apex web service, custom tabs, custom objects, reports, and dashboards.
- Extensively worked on Salesforce.com customization using the apex classes, test classes, Aura Components & Lightning Web Components (LWC).
- Explicitly worked on custom objects, custom fields, picklists, page layouts, validation rules and inbound/outbound change set.
- Maintained and supported various functional areas like accounts, contacts, opportunities, Quotes, Work Order, Products, Location, Service Contract, and Installed Product etc.
- Experience in Salesforce.com administration including creating Profiles, Roles, Users, Page Layouts, Workflows, Process Builder and Flows.
- Used ServiceMax managed package setup to create SFM transaction, SFM wizards, output document, search designer and custom actions etc. and to set the mobile configuration and mobile permissions.
- Involved in supporting ServiceMax applications during hyper care period after Go Live.
- Good understanding of ETL tools such as Apex Data Loader, and other google chrome extension such as Salesforce Inspector.
- Highly motivated team player and helped clients with thoughtful experience, excellent communication, presentation, and interpersonal skills.
- Creative and analytical thinker with strong problem-solving skills.

SKILLS

- **Technical Skills** – Salesforce CRM, ServiceMax, Apex, Visualforce Pages/Components, Aura Components, Lightning Web Component (LWC), HTML, CSS, JavaScript, Web Services, Workflow, Process Builder, Flows, Reports and Dashboard, Data Management
- **Tools** – Visual Studio Code (VS Code), ServiceMax Go app (IOS/Android), Data Loader, Workbench, Postman

EXPERIENCE

- **Cognizant** Pune, India
Salesforce Developer (Full-time) Sept 2021 - Present
 - Interacted with project managers and architects as a senior developer to make recommendations for efficient translation of business requirements to ensure that requirements can be met or suggest alternative approaches.
 - Worked on Salesforce Service Cloud and extend its functionality using ServiceMax managed package for field service management
- **Capgemini** Mumbai, India
Salesforce Developer (Full-time) Sept 2018 – Sept 2021
 - Involved in all phases of the Software Development Life Cycle (SDLC) starting from requirements gathering and design.
 - Worked on Salesforce Sales Cloud in an agile-based scrum model, managed, and coordinated with team and build the application right from scratch and deployed to production.

EDUCATION

- **Datta Meghe Institute of Engineering Technology & Research** Wardha, India
Bachelor of Engineering – Electronics & Telecommunication (First Class Dist.) August 2015 - June 2018
- **Aacharya Shrimannaryan Polytechnic** Wardha, India
Diploma – Electronics & Telecommunication (First Class Dist.) August 2012 - March 2015
- **New English High School** Wardha, India
SSC (First Class Dist.) August 2011 -March 2012

PROJECTS

- **Lab Water Mobility (Cognizant)**

- Collaborated with business users and product managers in the development of new business requirements and enhancement requests by accurately capturing all stakeholder positions and translating them into system specifications.
- Worked on Salesforce Service Cloud and used ServiceMax Managed Package setup to create SFM transaction, SFM wizards, output document, search designer, and to set the mobile configuration and mobile permissions and custom actions by embedding Lightning Components in Visual force page by using new Lightning Out feature.
- Worked on various objects like Work Order, Work Detail, Products, Location, Service Contract, Installed Product, Covered Product etc.
- Developed Apex Classes, Apex Triggers, and Lightning Web Components (LWC) for various functional needs in the application.
- Involved in deployment activities and provided support to testers during Salesforce releases.

- **Innovisk - Albus (Capgemini)**

- Work with Business POC's and independently perform development, testing, implementation, and documentation related to the Salesforce development.
- Provided complete administrative support including troubleshooting user issues with access to records and objects.
- Creating and managing custom fields, dashboards, page layouts, validation rules and custom workflows, process builder, managing all new user set-ups and deactivations, including ongoing support requests, executing configuration changes as needed.
- Development of Apex Classes, Aura Components, Lightning Web Component (LWC) and in the deployment activity
- Developed Apex Triggers, Controller classes, Test Classes, and Batch jobs to run on hourly and daily basis by keeping SFDC governor limits in mind.

- **Innovisk - Leopanthera (Capgemini)**

- Work closely with project manager to develop solution in accordance with the system design.
- Used agile methodology to achieve high performance.
- Experience performing all duties as a Salesforce Administrator which includes Organization and User Setup, Security and Access, Data Management, process automation using Process Builder & Flow, Validation Rules and Reports and Dashboards.
- Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Opportunity Line Items, Quotes, Product, Pricebooks.
- Created Junction Objects and implemented various advanced fields like Picklist, Controller/dependent picklist.
- Involved in the development of Apex Triggers, Apex Classes, Aura Components, REST APIs for integration between Salesforce and middleware and in the deployment activity during ST, QA, UAT and Production phase.
- Performed data migration into Salesforce application using apex data loader through CSV files.

CERTIFICATIONS

- Salesforce Certified JavaScript Developer I
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Platform Developer II
- Salesforce Certified Platform Developer I
- Salesforce Certified App Builder
- Salesforce Certified Administrator
- Salesforce Certified Associate

AWARDS

- Insurance BU Customer Delight Award – October 2020

PERSONAL DETAILS

- DOB: 15/06/1996
- Language Known: English, Hindi, Marathi