Pooja Pawar

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CERTIFIED Administrator Administrator ID- 2606239

CERTIFIED Platform Developer 1 PD 1 -ID–3200016

CERTIFIED Associate Associate -ID-3320116

Salesforce Developer/Administrator

Summary:

- Results-oriented Salesforce developer with over 4.5 years of experience, including 3.5 years in Salesforce CRM technology. Skilled in Apex programming, Visualforce pages development, Apex Triggers implementation, Administration and CPQ. Seeking to leverage my expertise in Salesforce technology to contribute to the success of Organization.
- Developed and implemented Salesforce CRM solutions, including Apex programming, Visualforce pages, and Apex Triggers.
- Conducted thorough requirement analysis and business process evaluation to ensure successful project delivery and minimize risks.
- Utilized Data Loader for data migration tasks, ensuring accurate and efficient data transfer.
- Proficient in using the Workbench tool for SOQL and SOSL queries, facilitating effective data querying and manipulation.
- Implemented and maintained security measures, including user accounts/records, sharing rules, user profiles and roles, field level security, groups, and list view rights.
- Worked on the implementation and deployment of Titan Form, Omni Channel, and Chatbot.
- Basic of CPQ, Prize Rule, Product Rule, Quote Template.
- Integrated Salesforce with Amazon Connect, improving communication and data management processes.
- **Skills:** Salesforce CRM Development, Apex Programming, Visualforce Pages, Apex Triggers, Salesforce Administration, Data Loader, SOQL and SOSL Queries, Salesforce Lightning Web Components (LWC), Titan Form, Omni Channel, Chatbot Integration, Amazon Connect Integration, Strong Communication, and Interpersonal Skills.

Technical Skill:

Salesforce Cloud	Sales Cloud, Service Cloud, Marketing Cloud, AWS Amazon Connect. CPQ
Salesforce Tools & Integration Tools	Data Loader, Eclipse IDE. Visual Studio.
Languages	Apex, Visualforce, Java Script, HTTP, CSS
Salesforce Technologies	Apex Coding (Class, Triggers, Controllers.) SOQL, SOSL, Visualforce Pages/ Components, Workflow Approvals, Custom objects, Data Loader, LWC, CPQ

Professional Experience:

- **Salesforce Admin- Pride Technology - Sep 2019 – To Oct 2021**
- **Technical Consultant – Blue Flame Labs Pvt Ltd Pune. – Oct 2021 to till date**

Academic Profile:

- **Bachelor of Engineering – Electronic and Telecommunication.**

Responsibility:

- Created custom objects, Visual Force pages, triggers, validation rules to help track internal help desk cases, customize campaign budgeting, and lead qualification.
- Created workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
- Designed and Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
- Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.

Projects:

- **Project#1: Service Cloud -Chat Processing**
  Role: Salesforce Developer
  Description:
  - Implemented a custom pre-chat form utilizing Salesforce's Omni-Channel functionality to optimize the customer service experience.
  - Developed a personalized pre-chat form that collected relevant information from customers before initiating a chat session.
  - Integrated the pre-chat form with Salesforce's chat functionality, creating a seamless and efficient chat support system.
  - Contributed to the overall enhancement of customer satisfaction by providing agents with valuable customer insights and enabling personalized interactions.
  - Key Skills Utilized:
  - Salesforce Omni-Channel.
  - Apex (Salesforce programming language).
  - Visualforce (Salesforce development framework). User Interface (UI) design and development.
  - Testing and quality assurance:
  - This project showcased my ability to leverage Salesforce's powerful features to improve customer service and optimize business processes.

- **Project#2: Sales Cloud Setup and Implementation**
  Role: Technical Consultant
  Description:
  - Led the setup and implementation of Salesforce's Sales Cloud platform to enhance sales processes, improve pipeline management, and drive revenue growth.
  - Configured and customized Sales Cloud to align with the organization's sales workflows and requirements.
  - Designed and implemented lead management processes, ensuring efficient lead capture, qualification, and assignment.
  - Created customized opportunity stages, sales processes, and forecasting methodologies to improve pipeline visibility and accuracy.
  - Key Skills Utilized: Salesforce Sales Cloud configuration and customization.
  - Lead management and assignment rules.
  - Custom report and dashboard development. This project demonstrated my expertise in leveraging Salesforce's Sales Cloud to optimize sales processes and drive revenue growth. It showcased my ability to configure and customize the platform to align with specific sales workflows, integrate systems for seamless data exchange, and provide actionable insights through customized reports and dashboards.

- **Project#3: Salesforce CPQ**
  Role: Salesforce Developer
  Description:
  - Worked on Salesforce CPQ and its features. The client wants to set up the Salesforce CPQ and its features to manage products and deliver Quotations to customers without any delay or errors.
  - Implemented Summary variables, Configuration Rule at the quote and quote line level.
  - Tested the implemented Product Rules, Price Rules at the Configurator level in Quote line editor.
  - Implementing Contract creation at Opportunity Level and Order Level and Renewal Opportunities based on the subscription products on Quote Line.
  - Created several quote templates to cover different types of business documents.
  - Migrating the Product, Product Options, Price Rules, Product Rules, and Summary Variables from one environment to another

- **Project#4: Insurance Management System**
  Role: Technical Consultant
  Description:
  - SFDX, which is used for Facilitates automated testing and continuous Integration & Makes the release. Cycle more Efficient and Agile. Also helps in Deploying and retrieving metadata, added with the Importing, and exporting data from Database.
  - CI/CD streamlines and controls the Development process. So that the Developers can push commits quickly, roll out releases frequently, and mitigate issues before they have an impact on the Production. CI/CD helps in immediately Deploying changes to a downstream environment in your release pipeline as soon as a change or work item has been approved.
  - Creating object structure with different relationships.
  - Creating junction objects, custom setting. Generating PDF and excel through visual force page. Design the Visualforce Pages.
  - Writing the Triggers & Apex for the different scenarios. Handling the trigger Limits as per the Governors Limit. Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
  - Creating the Out-bound messages for the other applications. Developing Apex classes and test classes. Deployment using VS Code & eclipse & change set to production environment.
  - Create Standard Custom and Extension classes in the different scenarios. Developing batch classes to overcome the governor limits.
  - Requirement Gathering Created Custom objects and Fields. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
  - Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
  - Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning. Worked on Lightning Process builder flows, Connect.
  - API, Chatter, and quick Action.
  - Worked on Lightning Process builder flows, Connect API, Chatter, and quick Action. Writing Unit Test cases, Documents, Email Alerts, Mail Templates
  - Used field level security along with page layouts in Lightning to manage access to certain fields. Retrieved some data and its functionality from Third-Party API's using Workbench & POSTMAN web services and displayed within the lightning component.