NITISH BHOSALE

E-Mail : nitishbhosale07@gmail.com
Mobile : +91 9870995199

CAREER OVERVIEW

- IT Professional with 7.8 years of work experience including comprehensive technical skill set and expertise in providing CRM data consulting and configuration (Salesforce).

- Completed **Salesforce Platform Developer 1, Salesforce Certified Administrator (SU17), Service Cloud Consultant** certifications and having in depth knowledge in Salesforce Implementation, Administration and Customization

- Currently working with **Marsh & McLennan Global Services India Pvt Ltd** as Senior Principal Engineer and involved in handling projects that are mainly on Salesforce Service Cloud.

- Well experienced in Lightning Component, Lightning Experience, Lightning Migration from Classic, Apex Class, Visual Force pages, Data Loader, Triggers, Lightning Flows, Workflow Rules, Process Builder and other Salesforce standard features.

- Worked On Lightning Component and Lightning Experience. Developed Force.com sites using Visualforce and Lightning Components and also implemented lightning out functionality.

- Familiar with deployment using **Change sets, ANT deployment tool, Workbench, DevOps, Flosum**.

- Experience on **Service Max** configuration and development.

- Excellent **work ethics**, **self-motivated**, **quick learner** and **team oriented**. Continuously provided value adds services to the clients through thoughtful experience and excellent communication skills.

- Expertise with Administration and Configuration of Salesforce.com CRM to populate and maintain data.

- Worked with various salesforce AppExchange product like SDOC, WorkIt, SMS Magic, DupeBlocker, Declarative Lookup Rollup Summaries Tool, CMTD Enhanced Related List, DocuSign Apps Launcher.

NITISH BHOSALE

E-Mail : nitishbhosale07@gmail.com
Mobile : +91 9870995199

SKILL PROFILE

- **CRM** : Salesforce CRM Application
- **CRM Modules** : Service Cloud, ServiceMax
- **Technical Skills**
  - Apex & Visualforce
  - Apex Data Loader
  - SOQL & SOSL
  - Asynchronous Apex
  - Service Cloud Console API
  - Lightning Experience
  - Lightning Components
  - Force.com Sites
  - Knowledge And Community
  - Omni Channel
  - Core Java

- **Web Languages**
  - Java script
  - HTML 5
  - CSS

- **Tools**
  - Force.com Eclipse IDE
  - JIRA
  - Flosum
  - Source Tree
  - Bitbucket
  - Jenkins
  - Sonar
  - Lightning Lint
  - ANT Deployment Tool
  - Visual Studio Code
  - Data Loader
  - Workbench
  - DocuSign

ACCOMPLISHMENTS

- **Catalyst of the month Award** : Marsh & McLennan (Year 2021)
- **Merit Award** : Johnson Controls (Year 2020)
- **Live Quality Award** : Johnson Controls (Year 2019)

NITISH BHOSALE

E-Mail : nitishbhosale07@gmail.com
Mobile : +91 9870995199

PROJECT EXPERIENCE – Marsh & McLennan Global Services India Pvt Ltd

Project: Client Agreement Platform   **April 2022 to Present**
Role: Salesforce Developer
Location: Mumbai, India

Team Strength: 12

Description: Marsh McLennan is a global professional services firm, headquartered in New York City with businesses in insurance brokerage, risk management, reinsurance services, talent management, investment advisory, and management consulting. Main goal of the project is creating a system with allows to automatically generate agreement documents and support signing process between Marsh company and client.

Responsibilities:
- Implemented a lightning screen and record-triggered flow to initiate the Agreement process, improving efficiency and streamlining the workflow.
- Developed a record-triggered flow specifically for managing clauses in different regions, enabling easy customization and maintenance.
- Created a Lightning Web Component (LWC) to add and display line of coverage information related to the Agreement. Also, designed a Multi-Select Lookup for One-To-Many agreements, enhancing data management capabilities. Additionally, built an LWC navigation component to facilitate seamless navigation to external URLs like DocuSign for generating documents.
- Customized various aspects of the Salesforce platform, including custom fields, page layouts, flexi pages, quick actions, validation rules, and formula fields, tailoring the system to meet specific business requirements.
- Implemented comprehensive reporting and dashboard solutions to track and manage expiring and renewal agreements, providing actionable insights for decision-making.
- Participated in story grooming and design calls, contributing to the planning and design phases of the project.
- Took responsibility for uploading data related to agreement clauses in CSV files into Salesforce, ensuring accurate and efficient data migration.
- Collaborated with vendors to address their queries and resolve any issues related to existing functionality, ensuring a smooth working relationship.
- Engaged in cross-team collaboration with CAPServices, DocuSign, and Marshforce Sales, aligning design decisions and discussing the impact of changes to ensure a cohesive implementation.
- Successfully deployed major Salesforce and DocuSign functionalities to the Production environment, collaborating with vendors and resolving deployment-related issues within release windows. Additionally, provided production validation support to the business, ensuring a seamless transition to the new system.

NITISH BHOSALE

E-Mail : nitishbhosale07@gmail.com
Mobile : +91 9870995199

PROJECT EXPERIENCE – Marsh & McLennan Global Services India Pvt Ltd

Project: Account Coordination   **July 2021 to Present**
Role: Salesforce Developer
Location: Mumbai, India

Team Strength: 4

Description: Marsh McLennan is a global professional services firm, headquartered in New York City with businesses in insurance brokerage, risk management, reinsurance services, talent management, investment advisory, and management consulting. This Project provide a standardized process for managing the product status, tasks and milestones associated with policy renewals.

Responsibilities:
- Worked on Service cloud to create the policy renewal cases.
- Mainly worked on lightning screen/ record triggered flow to automate the generation on milestone, task and product status associated to policy renewals.
- Worked on LWC component to bulk assignment of task owner, display the product status related to task and bulk update its status.
- Worked on visual force pages to pass the data to Lightning screen flow for automation.
- Created scheduler and batch classes to update/create data related to Cases and Product status.
- Worked on customizing custom fields, page layouts, apex class, workflow, validation rules, and formula fields.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com for different country with proper data mapping.
- Hands-on experience on Flosum tool for deployment process.
- Involved the story grooming and design call.
- Experienced in client facing skills, used to take scrum calls, and maintaining JIRA board on daily basis.
- For each sprint, given walkthrough of new build functionality to business and if required highlighted the gaps as well.
- Unit testing of the code in different sandbox and validating code via Flosum Apex PMD.
- Responsible for all the activities related to deployment using Flosum and have given production validation support to business.
- Ability to handle multiple tasks and capable of handling responsibilities independently as well.

NITISH BHOSALE

E-Mail : nitishbhosale07@gmail.com
Mobile : +91 9870995199

PROJECT EXPERIENCE – Nenosystems Consulting Services

Client: Johnson Controls Inc.   **February 2019 to June 2021**
Role: Senior Salesforce Developer
Location: Mumbai, India

Description: Johnson Controls is mainly into creating intelligent buildings, efficient energy solutions, integrated infrastructure that work seamlessly together to build smart communities and cities. This project was developed to manage sales and services of the Johnson Controls for APAC countries.

Responsibilities:

- Worked as a Salesforce Developer in ticket-based support and enhancement project for Johnson Controls APAC countries having ServiceMax app installed and integrated with ERP (SAP & iScala) & a .Net application PSCA (Professional Service Contract Assistant).
- Responsible for gathering requirements from client for any enhancements and implementing them.
- Responsible for resolution of System Issues, Integration issues, Change Requests, client communications, biweekly deployment process.
- Responsible for ensuring streamline working of the system, escalating issues found, communications with integrated system support teams for the problem resolutions.
- Designed, developed and Deployed Lightning components, Apex Triggers, Apex Classes, Test Classes, schedulable apex, batch apex, Visualforce Pages and Controller Classes for various functional needs in the application.
- Created Workflow Rules and Processes in Process Builder and defined related tasks, time- triggers, email alerts, field updates, outbound messages, etc. to implement business logic.
- In depth knowledge in Service domain using ServiceMax app installed on Salesforce. Hands on experience in Service-related objects including Accounts, Locations, Products, Price books, Installed Products, Opportunities, Cases, Contracts, PM Plan, Task Templates, Work Orders, Parts Requests, Service Teams, Technicians, Timesheets, etc.
- Created and managed ServiceMax components like Service Flow Managers (SFMs) Transactions & Reports, Service Flow Wizards (SFWs), Profiles Groups, SFM Mappings, SFM Validations, Dispatch Management, Mobile Configurations & Permissions, PM Process, etc.

NITISH BHOSALE

E-Mail : nitishbhosale07@gmail.com
Mobile : +91 9870995199

PROJECT EXPERIENCE – Capgemini India Private Limited

Client: Unilever CEC Carelines
Role: Associate Consultant
Location: Mumbai, India

January 2016 to February 2019

Team Strength: 6-7

Description: Unilever is a Dutch-British transnational consumer goods company co-headquartered in Rotterdam, Netherlands and London, United Kingdom. Its products include food, beverages, cleaning agents and personal care products. It is the world's largest consumer goods company measured by 2012 revenue. Unilever is the world's largest producer of food spreads, such as margarine. Unilever is one of the oldest multinational companies; its products are available in around 190 countries.

Responsibilities:
- Worked on Service Console, Knowledge Management, Dupe Blocker, SMS Magic, Live Message, In-Contact, PCA, Smart Correspond, S-docs And Workit! Application.
- Designing and Developing trigger with Handler and DML class.
- Worked on Apex Class, Apex Sharing, Batch Class, Force.Com sites, Visualforce Page, SOQL.
- Hands on experience with Lightning Component and Lightning Experience.
- Developed Force.com sites using Visualforce Page and Lightning Components and also implemented Lightning Out functionality.
- Implemented test classes with better code coverage.
- Worked on Data Loader to load the data.
- Unit testing of configuration and custom functionality
- Created Profiles, fields, Record Types, Role Hierarchy, Page Layouts
- Migration of the changes from sandbox to production using change sets, ant migration and DevOps.
- Sonar Job used for validating and maintaining Standard code practice.
- Worked on the POCs for any new feature to be enabled in the Unilever org.
- Was also responsible for creating technical documents.
- Project followed the scrum methodology Involved in scrum call with client.
- Responsible for Development and implementation of small to medium non-complex Component of a project module.

NITISH BHOSALE

E-Mail : nitishbhosale07@gmail.com
Mobile : +91 9870995199

CERTIFICATION

- **Salesforce Certified Platform Developer I**
- **Salesforce Certified Service Cloud Consultant**
- **Salesforce Certified Administrator**
- **Copado Certified Administrator**
- **Flosum Certified Professional**

Academic Profile

- Completed Bachelor of Engineering from University of Mumbai (2011-2015) with 65%
- Completed HSC from University of Mumbai (2009-2011) with 69%.
- Completed SSC from University of Mumbai (2008-2009) with 87%.

Experience Details

- Capgemini India Private Limited - January 2016 To February 2019
- Nenosystems Consulting Services Private Limited - February 2019 To June 2021
- Marsh & McLennan Global Services India Pvt Ltd - July 2021 To Present

Personal Details

Father's Name	: Mr. Vasant Bhosale
Date of Birth	: 8th November 1993
Languages known	: English, Marathi and Hindi
Marital Status	: Married

NITISH BHOSALE