Surbhi Bhati

⊞ **B-106, Majestique Towers, Kharadi, Pune (411014)**

✆ **+91-9373683655** ✉ **surbhi.bhati62@gmail.com**

Salesforce Consultant

- Salesforce Consultant on Salesforce CRM and Force.com platform
- Extensive experience of more than 5.9 years on Salesforce.com Platform CRM, Force.com, API calls, Apex, Triggers, Workflows, and approvals, Sharing and Security, Third party integrations, LWC
- Extensive experience in analysis of the business requirements and providing end to end solution to customer from design to deployment
- Certified Conga Composer, which helps in creating and editing documents from Salesforce
- Ability to work under pressure with self-motivation attitude

Work Experience

➢ **Consultant**   June 2021 - Present
Company: Deloitte (Pune, India)

- Experience in implementing Salesforce security
- Explored Single Sign on Feature as POC for one of the Project Got a chance to explore LWC and Aura across multiple project's Also worked on Community based project.
- Involved in story estimation, development, and deployment activities

➢ **Senior Software Engineer**   Feb 2020 - Jun 2021
Company: Persistent Systems Ltd. (Pune, India)

- Developing applications with best practices
- Experience in Gathering of Requirements
- Development and handled release with efficient timelines
- Responsible for design and development tasks
- Technical issue management & knowledgebase contributions for critical applications

➢ **Cloud Analyst**   Sep 2017 – Feb 2020

Company: Arxxus Technology Partners (Pune, India)

- Worked on Aura components and explored salesforce configuration like Workflow Rules, Process Builder etc.
- Worked on integration with third party APIs
- Worked on test classes and deployment tools

Education

Post-Graduation Diploma   2017

CDAC-Pune

Bachelor of Technology (CS)

2014-2017

Mewar University

Certifications

- Salesforce.com Certified Platform Developer I
- Salesforce.com Certified Administrator
- Certified Conga Composer level I
- Salesforce.com Certified Platform Developer II

Project Details

➢ **Point to Point Commission**   Dec-2017 - Nov-2018

Client: Leading company in cab transport sector

Point to Point transport is a self-service customer portal which facilitates users to register and apply for Taxi licenses. It not only includes taxi operators but also service providers. It also involves Automated approvals, cancellation, and auto renewal of licenses.

Responsibilities:

- Configured Conga templates to automate notification emails.
- Handled deployments
- Configured aura components to build registration forms for end user Customer communication & Team support
- Also experienced conga conductor to schedule conga templates

Environment:

Salesforce.com, Force.com – Apex, Trigger, Workflow, Process Builder, Approval Process, Conga Composer, Conga Conductor, Aura components.

➢ **Loan Origination System**   Dec-18 -June -21

Client: Leading Finance firm

Loan Origination System is a solution based on Salesforce to facilitate and automate loan provisions.
The project focused on punching loan applications in minimum time with all CIBIL/PAN etc. verification checks at point and click.

Responsibilities:

- Interacting with Customer for understanding requirements and completing them in tight deadlines
- Worked on Custom framework designed to handle all these activities moving from salesperson to Branch manager.
- Worked on various modules like Finn one API integration, Loan disbursal and one of the products used car finance.
- Involved in end-to-end delivery of used car module

- Worked on various framework level changes regarding Email/SMS communication under Project
- Handled test classes coverage while production deployment Played role in debugging of internal and live issues Handled end to end deliveries
- Configured Visualforce Components and Pages
- Built LWC components to improve performance of existing aura components.
- Worked on Batch classes

Environment:

Salesforce.com, Force.com - Visual Force Pages and

Components, Apex, Triggers, Lightning Components, third party Integration, Lightning Web Components

➢ **Amex sales and revenue**   July-Aug2021

Client: American Express

Amex is the popular client across financial industry. The Amex sales vertical worked on sales of credit/debit card.

Responsibilities:

- Configured approval process, Aura components
- Improved test class coverage

Environment:

Salesforce.com, Force.com - Apex, Triggers, Approval Process, Sales cloud.

➢ **Arizona ATLAS- Child Support**   Aug-2021 - Aug-2022

Client: Arizona ATLAS

Arizona Child support is the GPS project which is more aligned to provide child support services for the child welfare

CRM is built to provide platform where the Divorce /Separation cases can be managed smoothly

Project involves verification of child and the dependents and their custodial / non-custodial process for the different application as per the given rules

Responsibilities:

- Worked on lightning web components and aura components for the Intake to Case flow
- Worked on apex logic in trigger and helper classes which involved the creation of Task and auto reminder for payments
- Worked on Batch and schedule classes. Also explored Batch chaining for one of the complex scenarios
- Worked on security and code optimization
- Explored Single Sign on in salesforce for one of the POC

➢ **Prudential**   Nov-2022 - Till date

Client: Leading finance firm

The Project is more aligned to migrate the existing Java based application to the Salesforce

There were multiple verticals like Sales, Onboarding, Insurance

Responsibilities:

- Worked on multiple plan detail design where LWC components were dynamically called as per the Plans applicable for every product
- Worked on Integration part and solely responsible for Deployment and test coverage for the release

Environment:

Salesforce.com, Force.com - Apex, Triggers, LWC, Azure Dev-Ops, Batch, Aura, VS code

Personal Details

- Date of Birth: 26-01-1993

- Nationality: Indian

- Marital Status: Married

- Known Languages: English, Hindi

- Passport: Yes

- Driving License: Yes

- Mobile Number: +91-9373683655