NILESH MAHANGADE

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PROFILE SUMMARY

- Total 6+ year's experience with 4+ years in Salesforce
- 6X Salesforce Certified, 2X Ranger
- Worked across multiple clouds – Sales, Service & Community Cloud
- Mapping client business requirements to technical components in Salesforce
- Well versed with Salesforce project implementations using click & configure and customizations
- Worked on Customer Onboarding, Customer Engagement, Customer Service business processes using Salesforce & other technology solutions with finance and manufacturing domain.
- Helped individual teams to set up their repositories in bit bucket and helping them setting up jobs which can make use of CI/CD environment.
- Having Knowledge of tools like Mulesoft,Skyvia, Rest/Soap user interface for Data and API Integration.
- A good team player and would like to work both on the project Analysis as well as on the Admin part of the projects.

CERTIFICATIONS

- Salesforce Certified Administrator
- Sales Cloud Consultant
- Experience Cloud Consultant
- Service Cloud Consultant
- Platform Developer 1
- Associate

Organizational Experience

Organization	Current Designation	Duration
Krios Info Solutions Pvt ltd.	Salesforce Business Analyst	April , 2017 – till date
Accenture	Customer Support Analyst	May, 2016 - March, 2017

EDUCATION

- Bachelor of Engineering (2016) from Pune University
- Diploma (2013) from MSBTE

SKILLS

Force.com Platform:
Salesforce CRM,
Email template,Validation rules, Formula field,
User management
Role & Profile,Process Builders, Workflows and Approval Processes, SOQL, SOSL, Query Optimization, Data Security Model,
Data Loader,
Best Practices for Governor Limits, Reports and Dashboards.
Big Objects
Lightning web components

Service Cloud:
Case Management,
OmniChannel, Live Agent, Case Assignment & Escalation Rules etc.

Field Service Lightning:
Territory & Scheduling
Work Order
Service Appointments
Service Territory

Experience Cloud:
Partner & Customer Community Configuration

Integation Tool:
Power BI Integation with Salesforce
Tableau CRM
Docu Sign Integration
SAP Integration

Tools:
Balasmiq
Lucidchart
VS Code
Git/Github

Packaging
Manage Package
Change Sets

AWARDS

- Best Performance Award in 2019
- Rewarded as a Best Performer in DMS project 2020
- Exemplary Impact Award in 2021
- Best Performance Award in 2022

PROJECTS

Project 1: CRM ERP Integration POV
Client: Confidential
Brief: The solution is help to manage customer data, purchases and invoices which in invaluable for sales and marketing teams. We are working on Mulesoft, Skyvia for Data Integration to makes it easy for business to synchronize, share, migrate, and manage data. Also worked on API Integration with REST API tools to create, manipulate, and search data in Salesforce by sending HTTP requests to endpoints in Salesforce.
Duration: 3 Months **Team Size:** 3
Role & Responsibilities:
- Worked on improving Sales process, Orders and Discounts, Integration etc
- Define and setup the required environments and co-ordinate with team to setup the required integrated environments for development and testing of interfaces
- Design and develop data load processes, point-to-point interfaces or integrations through middleware platforms as per project requirement

Project 2: Medicare Insurance Implementation (Medicare Policies)
Client: Confidential
Brief: Client is an United States-based insurance distribution firm that delivers insurance and risk management insights and solutions. The solution is a Sales Cloud implementation to onboard Customers for their Home & Medicare Policies. It has a onboarding form in wizard to capture all the key information and validate it.
Also It has big object to stores and manages massive amounts of data on the Salesforce platform.
Duration: 6 Months **Team Size:** 6
Tools & Technologies: Sales Cloud, Apex, Aura, Triggers, VSCode, SOQL, SOSL, Process Builder, Validation Rules, DocuSign, Data Loader,Sharing Setting,Permission Set.
Role & Responsibilities:

- Developed and implemented a timeline to achieve targets.
- Develop business architecture using requirements such as scope, processes and risk
- Draft and maintain business requirements and align them with functional and technical requirements.
- Lead overall client engagement, team activity & tasks
- Created page layouts, Permission set, Compact Layout,search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.

Project 3: Digital signoff System (**CSI**)
Client: Confidential
Brief: Client provides innovative payment solutions to world-leading brands and managing all customers related business processes. The solution is a Partner Community implementation to onboard Partners for joint

sell & co-sell of client products. It has a custom Partner onboarding form in wizard to capture all the key information and validate it.

Duration: 1 Year **Team Size:** 5

Tools & Technologies: Sales Cloud, Partner Community Portal, Apex, Aura, Triggers, VSCode, SOQL, SOSL, Process Builder, Validation Rules, DocuSign, Data Loader

Role & Responsibilities:
- Analyze client's business requirements and processes through document analysis
- Develop business architecture using requirements such as scope, processes and risk
- Draft and maintain business requirements and align them with functional and technical requirements.
- Lead overall client engagement, team activity & tasks
- Partner Community Configuration, Onboarding Wizard Form design & implementation, Partner Onboarding business rules implementation & unit testing
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages

Project 3: Dispatch Plan & Sales Plan

Client: Confidential

Brief: Client is major textile manufacturer. Implemented Sales Cloud and related business processes. Sales Plan provides yearly Sales projections and Dispatch Plan provides monthly manufacturing planning to the plants. Analytics – Reports & Dashboards implemented using PowerBI and Salesforce is the Data Source for Sales & Manufacturing Data.

Duration: 1 Year **Team Size:** 6

Tools & Technologies: Sales Cloud & Service Cloud, Apex, Aura, Triggers, VSCode, SOQL, SOSL, Process Builder, Validation Rules, DocuSign, Data Loader

Role & Responsibilities:
- Analyze client's business requirements and processes through document analysis.
- Develop business architecture using requirements such as scope, processes and risk.
- Communicate client's business requirements by constructing easy to understand data and process models.
- Identify and reconcile errors in client data to ensure accurate business requirements

Project 4: Digital Transformation- Opportunity Grid

Client: Confidential

Brief: Lead & Opportunity process implementation using Salesforce Cloud for one of the major textile manufactuer. Sales & Marketing Team onboarding, Lead Path & Opportunity Path configuration, Business process implementation.

Duration: 4 Months **Team Size:** 10

Tools & Technologies: Sales Cloud, Apex, Lightning, Triggers, VSCode, SOQL, SOSL, Process Builder, Validation Rules, Data Loader, PowerBI, SF+PowerBI Integration

Role & Responsibilities:
- Analyze client's business requirements and processes through document analysis
- Develop business architecture using requirements such as scope, processes and risk.
- Experience in complete life cycle of project development (SLDC) including System Analysis, Design, Testing and deployment.
- Understanding the requirements for Reports, Dashboards and workflow analysis.

- Stakeholder coordination & communication
- Interacting with functional team to resolve the issues in the given time.

Projects 5: Dealership Management System (DMS)
Client: Confidential
Brief: DMS is managing all Dealership related workflows & business processes. DMS involves Presales, Sales & Service modules.
Duration: 4 Months **Team Size:** 8
Tools & Technologies: Sales Cloud, Service Cloud, Partner Community, Apex, LWC, Triggers, VSCode, SOQL, SOSL, Process Builder, Validation Rules, Data Loader, Case Management, OmniChnnel, Live Agent Config
Role & Responsibilities:
- Analyze client's business requirements and processes through document analysis.
- Develop business architecture using requirements such as scope, processes and risk.
- Communicate client's business requirements by constructing easy to understand data and process models.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages

Project Description	Role & Responsibilities
Supply Chain Management	- Communicate Client's business requirements by constructing easy-to-understand data and process models - To manipulate data in a relational database. All relational databases use this structured query language to read (via a command called select) or write (via commands insert, update, and delete) data - Working with managing leadership to prioritize business and information requirements. - Reports and dashboards
Dealer Incentive	- Understanding the requirements for Reports, Dashboards and workflow analysis. - Stakeholder coordination & communication - Interacting with functional team to resolve the issues in the given time.
Target Setting	- Communicate Client's business requirements by constructing easy-to-understand data and process models - Identify and reconcile errors in client data to ensure accurate business requirements - In-depth understanding of the sales process, the ability to build strong customer relationships and close sales