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# SHITAL NIRGUDE

## SALESFORCE CONSULTANT

### CAREER SUMMARY

A Salesforce Enthusiast with 5+ years of IT experience, good communication and leadership skills and ability to perform well in a fast-paced business environment.

In-depth knowledge of business across domains with specialized skills in designing highly efficient end-to-end CRM solutions. Performance-driven and hard-working with strong technical and functional expertise and a track record of success in leveraging the Salesforce platform to provide organizations with capabilities, functionality, process builder automation, flows and reports. Experience in designing, developing and implementing applications like Sales, Marketing, Partner Portal, and Service and Support modules. Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports and Dashboards.

### SALESFORCE PROJECTS & LIVE PROJECTS

- Worked on Louisiana Community and Technical college System Electronic Grant Management System Salesforce Project.
- Worked on Louisiana Community and Technical college System Electronic Grant Management System Salesforce Project.
- Worked on Tate and Lyle Salesforce Project.
- Worked on Project Management System Salesforce Project.

### SALESFORCE CERTIFICATIONS, BADGES & SUPER BADGES



- ✓ **Salesforce Certified Administrator**
- ✓ **Salesforce Certified Platform Developer 1**



- ✓ **Business Administration Specialist**
- ✓ **Lightning Experience Reports & Dashboards Specialist**
- ✓ **Security Specialist**
- ✓ **Process Automation Specialist**
- ✓ **App Customization Specialist**
- ✓ **Apex Specialist**
- ✓ **Lightning Web Component Specialist**

## EXPERIENCE:

### Salesforce Consultant | Stratos Studios

JAN 2022 – PRESENT

- Responsible for the set-up, configuration and maintenance of the company's Salesforce application.
- Designed and developed custom solutions on the Salesforce platform by utilizing Apex, Triggers, LWC.
- Worked on Asynchronous Apex to process large volume of data.
- Designed and implemented custom business solutions that are based on cloud-based business applications, specifically on Salesforce platform.
- Have good knowledge on Integration.
- Proactively took part in documenting business requirements, process flows, specifications, application design, configuration, testing and deployment.
- Collaborated with clients to lead projects, developed and delivered any crucial components of Salesforce technology solutions and facilitated business process analysis sessions.

### Salesforce Developer | Astir IT Solutions

AUG 2021 – DEC 2021

- Created page layouts, search layouts, custom links, and related lists.
- Configured pick lists, dependent pick lists, lookups, junction objects, master-detail relationships, validation rules, and formula fields.
- Created Salesforce Objects and related metadata necessary to support customizations across instances.
- Worked on declarative development like process builder and flows for my process.
- Created reports and analysed the data and created dashboards for the same.
- Participated in Reviews to ensure coding standards.
- Designed business processes automations based on the Salesforce Platform.

### Salesforce Developer | Radical Technologies

FEB 2021 – AUG 2021

- Worked on page layouts, search layouts, custom links, and related lists.
- Configured pick lists, dependent pick lists, lookups, junction objects, master-detail relationships, validation rules, and formula fields.
- Created Salesforce Objects and related metadata necessary to support customizations across instances.
- Worked on declarative development like process builder and flows for my process.
- Created reports and analysed the data and created dashboards for the same.
- Participated in Reviews to ensure coding standards.
- Designed business processes automations based on the Salesforce Platform.

## **Sr. Technical Support Engineer | CBSL, Pune**

FEB 2017 – FEB 2021

- Initiated requirement gathering and facilitated reviews throughout the project lifecycle.
- Performed requirements analysis, analysed, and documented system specifications, business requirements and design using requirements inventory.
- Worked on sales and service cloud.
- Worked for functional CRM support and troubleshooting.
- Communicate with various clients via email or collaboration applications.

## **Technical Support Engineer | TBSS, Pune**

OCT 2015-APR 2016

- Worked for L2 support team for networking connections.
- Assign IP ranges to technical organization maintain that data in CRM.
- Coordinate with different teams.
- Communicate to various internal and external client.
- Use various application to track networking connection issue online.

## **PROFESSIONAL SKILLS**

- CRM Business processes re-engineering and solution designing
- Requirement gathering and gap analysis
- Exceptional time management
- Good team management and leadership qualities
- Data management and data modelling
- Web technologies: Core Java, SOQL-SOSL, Apex, Trigger, Basic LWC
- Methodologies: Agile, SDLC
- Strong communication skills

## **EDUCATION QUALIFICATION**

<b>Degree:</b>	B.E
<b>College/Institute:</b>	University of Pune
<b>Stream:</b>	Computer Science
<b>Year of Passing Out:</b>	2015
<b>Pass Class:</b>	First class with Distinction