



**MONALI G. CHAUDHARI**

Salesforce Developer

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## Professional Overview

- **Salesforce Certified Developer** having almost 4 years of experience in **Salesforce Lightning Development and Integration.**
- Experience in **customization and configuration.**
- Worked on **Integration** (Rest and Soap based web services).
- Experience in **Apex and lightning component framework.**
- Basic knowledge on **Lightning Web Components.**
- UI Customization
- Worked on Asynchronous Processes. Implemented **Batch Apex** and Scheduler classes.
- Hands on experience in querying salesforce.com database using SOQL and SOSL queries.
- Worked on **Workflows, process builders and Approval processes.**
- Proficiency in administrative tasks like creating profiles, roles, users, Reports, Dashboards, Developed Formula fields, Validation rules, Sharing rules and permission sets.
- Created **Web to Case** and **Email to Case.**
- Experience on **Sales, Service cloud** and **field service lightning (FSL).**
- Created **LIVE Web Chat** in community.
- Worked and demonstrated FSL app. Generating Invoice and Service Order.
- Performed Case management, Assignment rules, Escalation rules and Auto-response rules.
- Deployment using change set.
- Good Communication skills.

## AREA OF EXPERTISE

<b>Salesforce Tech</b>	APEX, SOQL, SOSL, Batch APEX, JavaScript, Lightning components, FSL etc.
<b>Cloud</b>	Service cloud and Sales cloud
<b>Tools</b>	Agile Accelerator, Force.com, Salesforce Data loader, Workbench
<b>Database</b>	SQL, Oracle10g
<b>Bug Tracking Tools</b>	Agile Accelerator and JIRA
<b>Domain</b>	Pharma and Manufacturing
<b>Objects Used</b>	Assets, Cases, Accounts, Calls, Users, Contacts, Address, Event, Leads, Products, Opportunity, Entitlement, Service Appointments etc.

## **PROFESSIONAL EXPERIENCE**

**Salesforce Developer and Admin** - CAPGEMINI, Oct 2016 – till date

### **Project 1:**

**Type of Industry:** Pharma

**Project Description:** Pharmaceutical Company which provides medicines and medical products to the Doctors.

**Role/Title:** Salesforce Lightning Developer

**Project Duration:** Dec 2019 till date

#### **Responsibilities:**

- Creating lightning components using Custom and Standard Object.
- Reviewing and Integrate code from team.
- Develop re-usable in UI components with the lightning components frameworks.
- Design and build high-performance, reusable, and reliable Apex code with best practices.
- Capable of writing and debugging efficient SOQL queries of standard and custom objects.
- Identify bug and align with requirements.
- Salesforce mobile application.
- Mentoring of freshers.

### **Project 2:**

**Type of Industry:** Manufacturing Company

**Project Description:** Manufacturing Company in US which provides Warranty registration and Warranty Claims of the Vehicles purchased. Case is created for solving issues related to assets. Case management and Asset management.

**Role/Title:** Salesforce Lightning Developer

**Project Duration:** Jan 2018 – Nov 2019

#### **Responsibilities:**

- Implemented Batch Apex for bulk update and deletion of records.
- Deploy the code from sandbox to production using Change set.
- Integration of APIs, rest and soap using web services.
- Data migration from different system to salesforce.
- Debugging and modifying existing triggers.
- Created Web to case and Email to case for Customers.
- Integrated Salesforce for Outlook and Gmail.
- Unit testing after deployment in QA.
- Understand the requirement of user stories and implement the process as per clients need.

### **Project 3:**

**Type of Industry:** Pharma US

**Project Description:** This project specifically handle US region Pharma related client or Doctors.

Sales rep makes a call and drops sample as per territories.

**Role/Title:** Salesforce Administrator

**Project Duration:** Nov 2016 – Dec 2017

**Responsibilities:**

- Creating a process builder, workflow rules and other automation processes.
- Creating Validation rule (Regex) and Formula fields with Flag validation.
- Worked on Case management, Escalation rules and auto response.
- Process builders for Global Search for a field.
- Built up of org sharing setting.
- Designing custom objects, custom fields, pick lists, page layouts, workflow, approval processes, validation rules and formula fields.
- Accounts / Address and Calls Management.

**CERTIFICATIONS/ACHIEVEMENTS**

- Salesforce **Platform Developer 1** Certification by Trail Head.
- “**Team Player**” award by She rocks in Capgemini.
- Post Graduate Diploma in Advanced computing in 2016 (**CDAC**)

**EDUCATION**

- Pursued Bachelor’s degree from Govt. College of Engineering with **First Class Distinction** (2015).
- Completed HSC from Nahata college (2011)
- Completed SSC from ST. Aloysius Convent School (2009)

**PERSONAL DETAILS**

**Date of Birth:** 14th January 1994  
**Marital Status:** Unmarried  
**Residential Address:** Pune 411 015  
**Languages Known:** English, Marathi and Hindi

**Date:** 13 Oct 2020

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**Monali. G. Chaudhari**