

Harshada Patil

Salesforce Application Architect

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9X Salesforce Certified Professional

CAREER OBJECTIVE

Looking for a position as a Salesforce Application Architect/Manager role to perceive and enhance my career in salesforce platform.

PROFESSIONAL SUMMARY

- 10+ Years of experience in IT industry including 8+ years of experience in Salesforce Platform as a Developer, Application Lead, Technical Lead and Application Manager
- Experience in Solution Design, Development, Customization in Sales and Service Cloud on Salesforce.com platform
- Having Functional & Technical knowledge of Salesforce.com & Force.com technologies.
- Experience in Service Cloud, Consumer Goods Cloud, Sales Cloud.
- Having good interpersonal skills and quick learner of new technologies and willing to take up responsibilities.
- Participation in pre-sales, implementation processes, and drive projects from design to deployment.

SKILL SET

- **Programming Languages** : Salesforce Apex language, JAVA, JavaScript
- **Design Scripting** : Salesforce.com, Visual Force, Lightning
- **Technology** : Salesforce.com CRM, Force.com
- **Tools** : Import Wizard, Data loader, IDE
- **Deployment Tools** : Ant, GIT, Changeset, VS code

CERTIFICATIONS

- Salesforce Certified Application Architect
- Salesforce Certified Data Architecture and Management Designer
- Salesforce Certified Sharing and Visibility Designer.
- Salesforce.com certified platform App Builder
- Salesforce.com certified Administrator (ADM-201)
- Salesforce.com certified Platform Developer I
- Salesforce.com certified service cloud consultant
- Salesforce.com certified sales cloud consultant

ACADEMIC QUALIFICATIONS

Title of the Degree	Institute	Year of Passing	Percentage of Marks/CGPA
MSC (Computer Science)	R.J. College, Mumbai	2009	67%

INDUSTRY EXPERIENCE

- Working as Solution Architect for OSF Digital from July 2021 to till date.
- Working as Application Development Manager for Accenture from April 2016 to June 2021
- Working as Application/Technical Lead for Cloud Sherpas from April 2011 to Mar 2016

PROJECT PROFILE

Project name	Broadsign Ocean Outdoor
Duration	June 2021 To till Date
Client	Broadsign Direct
Employer	OSF Digital, Mumbai
Role	Solution Architect
Project outline	OSF Digital has been contacted to provide technical support for their Broadsign-Salesforce Connector to provide optimizations for their client Ocean Outdoor. Based on a review of the issue, the connector Ocean Outdoor needs to be updated to account for a prefix that is being added on the client side.
Roles & Responsibilities	<ul style="list-style-type: none"> • Create Solution design document to describe the necessary code/functionality changes required for specific business requirements. • Support development team to implement the necessary code/functionality changes. • Support regression testing and UAT to confirm this change has not negatively impacted other functionality. • Provide a package specifically for the Ocean Outdoor Connector and support deployment effort to Production. • Create Functional and Technical specifications for the project (User Guide, Release document and technical documentation for project) • Technical assessment on new requirements and technical discussion and validation with developers.

Project name	<u>Innovation - Consumer Goods Cloud Accelerator</u>
Duration	Jan 2021 to Till Date
Environment	Consumer Goods Cloud
Client	OSF B2B Commerce/Salesforce Core
Employer	OSF Digital, Mumbai
Role	Salesforce Core consultant
Project outline	Innovation project to support pre-sales activities for Consumer Goods Cloud Project. Created Multi-Cloud Environment to show advantages of salesforce features (Commerce cloud, Consumer Goods Cloud)

Roles & Responsibilities	<ul style="list-style-type: none"> ● Create and document functional/technical specifications for each business requirement for Consumer Goods Cloud. ● Import data for Accounts, Contacts, Products, Retail Stores to set up necessary objects of Consumer Goods Cloud. ● Setup and configure the Retail Execution app in Consumer Goods Cloud to manage store visits and Action Plan to execute each visit ● Install and configure Salesforce maps to plan a daily visit for sales reps and optimize routes to make better visit executions for sales reps. ● Setup and configure consumer goods offline app with consumer Goods Modeler
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Project name	<u>Broadsign Direct Free Trial</u>
Duration	November 2021 to January 2021
Environment	Salesforce Sales Cloud
Client	OSF B2B Commerce/Salesforce Core
Employer	OSF Digital, Mumbai
Role	Salesforce Core consultant
Project outline	<p>Broadsign has been using Sales Cloud to configure their products and create a billing mechanism integrated with the Intact accounting platform.</p> <p>Requirement to initiate a free trial request for a contact from salesforce to Broadsign system for particular asset of Broadsign.</p>
Roles & Responsibilities	<ul style="list-style-type: none"> • Create Solution design document to describe the necessary code/functionality changes required for specific business requirements. • Support development team to implement the necessary code/functionality changes. • Support regression testing and UAT to confirm this change has not negatively impacted other functionality. • Provide a package specifically for the Ocean Outdoor Connector and support deployment effort to Production. • Create Functional and Technical specifications for the project (User Guide, Release document and technical documentation for project) <p>Technical assessment on new requirements and technical discussion and validation with developers</p>

Project name	<u>Ecolab Institutional</u>
Duration	Apr 2019 – Feb 2021
Environment	Salesforce Sales Cloud
Client	Ecolab
Employer	Accenture, Mumbai
Role	Application Team Lead
Project outline	<ul style="list-style-type: none"> • Ecolab is the global leader in water, hygiene and energy technologies and services that protect people and vital resources. • Requirements to implement Mobile Service call solution for Field associates/Service Agents and, Salesforce classic to lightning migration of their existing sales cloud functionality
Roles & Responsibilities	<ul style="list-style-type: none"> • Lightning Migration/Customer One View: - Create scope inventory and prioritize scope for build iterations, • Plan Salesforce environments, Enable Lightning in lower Salesforce environment and start build, Initiate design for initial build iterations. Provide end-to- end design and solution approach for requirements. • Create Lightning Migration Assessment report with detailed planning of sprint wise build and Functional designs for initial set of components for Lightning Migration and Configure initial set of Lightning components. • Mobile Service Call/FSL: -Implement End to End Mobile Service call solution on for Field associates/Service Agents. • Work Order generation through commitments and scheduling the service appointments to Field Associates. • Service detail report generation and send it through location contacts based on their preferences. • As an offshore lead, raise specific issues, blockers, and key risk with onshore Team/client, contribute to configuration, customization, testing, documentation and Release Management, ensure code review is performed, Encourage and govern team to maintain Nova Suit code to 9 and follow the best practices.

Project name	Arconic
Duration	Jan 2019 to March 2019
Environment	Sales/Service Cloud Enhancement
Client	Accenture, Mumbai
Employer	OSF Digital, Mumbai
Role	Application Team Lead
Project outline	It's a leading US based Business Building & Construction Sales Organization. Requirements to enhance their existing business processes/functionality with the new addition of business type and create new reports and dashboards
Roles & Responsibilities	<ul style="list-style-type: none"> • As a Tech Lead, manage a team of developers • Solution design as per High Level design and business requirements • Provide guidance to the team to deliver a solution as solution design • Ensure coding best practices are adhered to, using automated code review tools like Nova suite • Contribute to configuration, customization, testing, documentation, and Release Management. • Ensure code review is performed • Encouraged and governed team to maintain Nova Suit code to 9 and follow the best practices.

Project name	Global Brands Group
Duration	May 2018 – Sept 2018
Environment	Service Cloud
Client	Global Brands Group Holding Limited (GBG)
Employer	Accenture
Role	Application Team Lead
Project outline	Global Brands Group Holding Limited (GBG) is one of the world's leading branded fashion accessories, footwear, and apparel companies.

Roles & Responsibilities	<ul style="list-style-type: none">•Offshore lead/Coordinator for Agile delivery for Service Cloud.•On time delivery of Sprints as per agreed schedule.•Lead the team from front for configuration, customization, testing activities as part of offshore scope.•Ensure coding best practices are adhered to, using automated code review tools like Nova suite.•Ensure detailed level of Quality artifacts in place (Validation scripts, Testing scripts, Amount of rework, sign off from Onshore/client on High quality deliverables) and ADM processes followed.
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PERSONAL AND WORK PERMIT DETAILS

Languages Known : English, Hindi
Gender : Female
Marital Status : Married
Nationality : Indian
Date of Birth : 15/10/87