

Roshani Kesarwani

roshanikesarwani5194@gmail.com

Mob No.: 7022882405

Summary

As a Salesforce Consultant with Overall 7 years of functional and technical experience in the salesforce.com CRM platform, I possess a strong **techno-functional background** and expertise in **Salesforce Administration** and customization. My proficiency includes working across various SFDC implementations covering **Sales Cloud, Service Cloud, Experience Cloud, Community Cloud, Einstein GPT, Service Cloud Voice Amazon Connect**, Chatter App- Exchange applications.

Additionally, I have extensive experience in Salesforce Admin skills includes User management, Project management, Security management, Change management, Process automation, Data Management, Product Management, Salesforce customization using **flows** and **out of box** salesforce functionality. I have expertise in data migration and deployment process using Changeset, VS code, Copado tool and GIT.

Major Strength:

- Worked as SFDC Consultant for development projects as required and Acted as the liaison to resolve issues between business requirements, Business Process Model (BPM) and technical design limitations.
- Keep abreast of new of new SFDC features and functionality, and provide recommendations for process improvements.
- Maintain technical knowledge by using Trailhead, attending educational workshops and reviewing related publications, when available.
- Administer and customize our Salesforce implementation and deployment, including design, documentation, analytics, training, deployment, and support.
- Collaborate with sales, operations, and other stakeholders to analyze requirements and translate into technical requirements and articulate design considerations and trade-offs.
- Maintain and customize all aspects of the Salesforce platform including objects, fields, layouts, security, reporting, validation rules, workflows, data manipulation and migration.
- Worked with client and project team to help with requirements gathering, technical design and implementation of the required solution using Salesforce based on the customer's requirements and environment.
- Performs system administration functions such as user management (profiles and roles), field and validation rule configuration, record types, picklists, page layout management, mobile setup, data management (uploads), email templates, folder management, and public groups, as well as other configuration items.
- Worked with Flows, notifications, approval processes, and Lightning Process Builder.
- Setup or created Admin options, **User Interface, Organization-wide defaults, Role hierarchy** and Workflows Responsible for all activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for data accuracy.
- Created **Reports, Dashboards, Page layouts, Search layouts** to organize fields, custom links, related lists and Queues Deploy changes from SFDC sandbox environment to Production environment using changesets, VS code and GIT.
- Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
- Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response Rules** for automating business logic.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features. Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company.
- Implemented pick lists, **filed dependencies, lookups, master-detail relationships, validation and formula fields** to the custom objects.
- Involved in preparing **Business Requirement Document** and **Functional Requirement Document**.
- Analyzed business requirements and resolved case requests including configuration/customization of **profiles, permission sets, public groups, roles, role hierarchy, field-level security, record types, queues**, reports, dashboards, and identification/documentation of bugs.
- Involved in creating a gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation.

- Developed and Customizing salesforce.com application based on user needs. Developed field & page layout customization for the standard objects like Account, contact, Leads.
- Build the organization's **role hierarchy** by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
- Managed and Resolved Cases includes Creating & Automating **Support Process, Configure Web-To-Case, Case Que, Assignment Rule, Case Escalation Rule, Workflow Rule** on Case Object, Reports for Open Cases, etc.
- Interacted with various business team members to gather the requirements and documented the requirements Interacted with scrum teams at regular intervals and worked in an **agile development environment** Involved working with the service cloud.
- Maintained test coverage for all the classes and triggers and supporting deployment activities. Extensive experience in data migration and deployment process using Changeset, **VS code, Copado tool and GIT**.

Certifications:

1. Salesforce Platform Developer 1
2. Salesforce Certified Platform App Builder
3. Salesforce Certified Administrator
4. Salesforce Certified Advanced Administrator
5. Salesforce Certified Sales Cloud Consultant
6. Salesforce Certified Service Cloud Consultant
7. Salesforce Certified Sharing and Visibility Architect
8. Salesforce Certified Business Analyst

Skills:

- CRM Salesforce.com
- Sales Cloud
- Service Cloud
- Community Cloud
- Experience Cloud
- Net Zero Cloud
- Omni Channel
- Einstein & Generative AI
- Salesforce Service Cloud Voice & Amazon Connect
- Salesforce Customization
- Salesforce Configuration
- Salesforce Administration
- Salesforce Lightning
- Deployment DevOps
- Data Migration
- Visual Studio Code
- Copado
- Workbench
- Data Loader
- GitHub
- JIRA Project Management Tool

Work Experience:

Organization Name	Role	Duration
KPMG	Salesforce Consultant	Aug 21 - Current
UST Global	Salesforce Developer	June 20 - Aug 21
Altimetrik India Private Limited	Software Engineer	Dec 18 - Apr 20
Trekbin Technology Private Limited	Software Engineer	April 17 - Nov 18

Education:

Degree	College and University	Year
Master Of Computer Application	Lakshmi Narain College of Technology, LNCT Bhopal (M.P)	2017
Bachelor of Computer Application	SHIATS Allahabad (U.P)	2015

----- Key Professional Experience Details -----

Macquarie (MQ)

Duration: 3 Months

Responsibilities:

- Developed various Custom Objects, Tabs, **Entity-Relationship data models**, validation rules on the objects, tabs, Components and Custom links.
- Responsible for developing end to end user stories assigned to me on JIRA tool.
- Created custom report types, custom reports, and dashboards to meet the reporting requirements of the decision-makers in the organization.
- Worked on Record types to fine-tune picklist values and display different page layouts, Mini page layouts, field dependencies, list views to display only necessary fields and queues.
- Worked on customization of standard objects like Account, Contact, Case and **Education Cloud Objects**.
- Responsible for developing end to end user stories assigned to me, performing unit testing on dev environment, deploying it to QA environment via **VS code using GIT commands**, preparing PR.
- Involved in Peer Review and PR approval processes.

Service Cloud Voice with amazon connect (Service Cloud Gold Build)

Duration: 6 Month

Responsibilities:

- Worked on Voice Call Object in salesforce to pass data from the **Interactive Voice Response (IVR)** system in Amazon Connect to your Salesforce org.
- Worked on **Salesforce and Slack Integration** for case resolution and management.
- Worked on **Einstein Chat BOT and live Agent functionality** in community cloud.
- Worked on Omni Channel and Omni Supervisor tab to monitor the agent's task and activities.
- Worked on Link New or Existing Case to Voice Call Record.

Children's Hospital of Philadelphia (CHOP)

Duration: 1 Year

Responsibilities:

- Major part of this project is based on Sales Cloud and Health Cloud.
- Developed Apex Class, Test Class, Apex Trigger and LWC for Account search page.

- I worked as a techno functional role as salesforce consultant in this project.
- I was responsible for daily status call with offshore and onshore team along with Client, to provide them current implementation update and SyncUP with priority task to get align with project timeline.
- Gathering business requirement from Client and working as technical resource to build the requirement along with preparing business design document and technical design document.
- Responsible for end-to-end business process analysis, implementation, testing, deployment, and documentation.

Mandiant

Duration: 1 Year

Responsibilities:

- Actively work with JIRA to get requirement as user stories and update our task/sub-task with comments.
- Worked on **Email Templates** and Case Object list views, queues and public groups.
- Worked on Copado deployment tool to deploy user stories from sandbox to UAT and production.
- Worked on Service Cloud in this project as a major part of the project was implemented on service cloud.
- Worked on **Case management, Assignment rule, Case Escalation, Business Hours, Entitlement process, web to case, Email to case** functionality.
- Worked on **Omni Channel** to handle complex and priority case assignments.