PRIYANKA VAISHNAV

Ph #: 612-298-4899
Email: 5589pn@gmail.com
LinkedIn: https://www.linkedin.com/in/priyanka-vaishnav-66a35614/
Trailhead Profile: https://trailblazer.me/id/pvaishnav

SUMMARY:

- Salesforce CRM Enthusiast with 8+ years of experience and graduated in Master's in Software Engineering from California State University—Fullerton.
- Implementation knowledge of scrum and agile methodologies with follow up to customers and interaction. Extracting and documenting requirement and excel in fixing sev1 defects of clients.
- Experience with designing, developing and managing software and teams. Skilled in collaboration and interaction with Salesforce Customer.
- Strong grasp of both administrator and developer areas of the Force.com platform Apex, Visual force, Salesforce.com API's.
- Worked on IQL, MQL and SQL leads, Design develop and process Lead Scoring in application. Performed sales or business analysis, including process, data capture, reporting and analysis.
- Proficiency in related tools (Data Loader, Workbench, Force.com IDE, Developer Console) and Sales Cloud Einstein.
- Knowledge on Einstein Analytics, Data mining and different forecast features and impact analysis on forecast revenues.

CERTIFICATIONS: Platform App builder, Salesforce Administrator, Platform Developer I, Platform Developer II, Sales Cloud Consultant and Service Cloud Consultant.

5x Superbadges , 70 badges with 76k points on Trailhead- Salesforce

- Experienced in Object Creation, Relationship Creations, salesforce triggers, Validations Rules, Approval Process, Permission Sets, Organization-Wide Defaults (OWD), Approval Process, Lightning process builder, Flows, Development of Reports, Dashboards while configuration the Salesforce environment for the organization.
- Proficiency in related web technologies (HTML/CSS, JavaScript)
- Knowledge of Agile development practices, particularly sprint planning and estimation. Understanding of UI design principles and best practices.
- Proficiency in related integration technologies (JSON, XML, REST, SOAP).

SKILLS & STRENGTHS

Programming Languages & Web Dev: Salesforce Certified, VisualForce Pages, Apex, SOQL, JavaScript, jQuery, REST,SOAP, HTML, Java (SUN certified)
Database & Tools: SOSL, SOQL, SQL, SVN, GIT, Eclipse, Visual Studio
Force.com certifications – Administrator ADM 201, Developer PD1, App Builder, Service Cloud Consultant.

EDUCATION

CALIFORNIA STATE UNIVERSITY-FULLERTON	MS(Software Engineering) 3.8 GPA	Jan 2019 - May2020
VISVESWARAYA TECHNOLOGICAL UNIVERSITY	Masters of Computer Application	July 2006 - May 2009

WORK EXPERIENCE

CITY OF HOPE, Los Angeles , Salesforce Application Lead.   June 2020- Till Now

- Perform Code review meeting for the team, Provide solution based on requirements of the team
- Install and work on several Appexchange product and finalise best feasible with current application and pricing.
- Develop apex code, VF page and integrate current application.
- Involve in customization and configuration of the application, Actively participate in sprint review meeting and provide inputs and estimation.

PATCH OF LAND, *Los Angeles, California, USA (Joined as **intern**, as part of my higher studies curriculum)* Jan 2020-Mar 2020
Salesforce Intern

- Interact with Client directly on a daily basis to collect business requirement.
- Work with the business users to demonstrate system changes to validate all relevant business needs are addressed.
- Documentation and presentation demo to clients and end users for use of application.
- Performed business analysis, document processes/workflows, identified automation opportunities and requirements.

GLOBAL FOUNDRIES, *Bangalore, INDIA* : **Salesforce-Principal Business System Analyst**   *February 2018-January 2019*

- Created and conserve technical specification documents. Collaborate with project managers and developers to determine project level of effort.
- Actively participate in SDLC processes related to Discovery (Analysis, Requirements Gathering, etc.), Implementation (Design, Build, Test, Deploy, Migrate, etc.) and Support, including documentation of relevant deliverables (e.g., business requirements, process flows, data maps, configuration worksheets).
- Worked on Iterative agile projects with ongoing releases, Part of team for maintain and creating User Acceptance Testing Plans and scripts, Release Management , Change Management / Training focus
- Present customized story-driven demonstrations aligned with key business value and solution. Interaction with Business and Sales for providing solution and implementing key features and documentation.
- Followed Test Driven Development (TDD), SCRUM and AGILE. As part of Agile and Scrum, communicated requirements to team member with driven approach.
- Implementation of Reports, Dashboards. Editing and analysis of reports and dashboards using different criteria. Implemented different charts and graph.

IBM India Pvt Ltd, *Bangalore, INDIA.* **Consultant/Salesforce Business Analyst**, NetApp   *January 2016 – February 2018*

- Discover and analyse individual customer goals and challenges and map those back into the Salesforce solution portfolio.
- Manage the deployment and communication around product releases
- Coordinate all aspects of testing: conduct functional tests and user acceptance testing
- Involved in Design and development of Workflow Rules, Triggers, Validation and other customizations with Salesforce.com.
- Worked closely with Business Stakeholder, Product Owner, technical architects, and developers as part of an agile team to design, build, and deliver solutions. Collaborate with on-site business and engineering teams and with the Offsite developers, and Quality assurance
- Work with technical teams to clarify business process and data needs and provide guidance on the implementation of process-related IT projects, as well as supporting and executing end to end UAT
- Worked on UAT test plan, test scripts and deployment team. Worked with business users to validate business needs and get them addressed and provide solution with best fit in.
- Received appreciations from Architects for creative and innovative solutions, extensible and modular design for use cases

NETSERV TECHNOLOGIES – **Salesforce Salesforce Engineer**   *Dec 2014 – Nov -2015*

- Write and run custom SOQL/SQL queries to extract data from Salesforce environments. Work on IQL, MQL and SQL. Design and Develop Lead Scoring for an application
- Assist in training clients and colleagues on Salesforce solutions and platform capabilities
- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other third parties
- Configured Salesforce org Inc. organization-wide defaults, role hierarchy, sharing rules, profiles, permission sets, users, security settings, standard / custom objects, standard / custom fields, record types, page layouts, activities, user interface settings, queues, assignment rules, workflow rules, escalation rules, validation rules, reports, dashboards, search layouts.

Price WaterHouse Coopers (PWC)- *Bangalore, India* -**Software Engineer** ,   *May 2013 – December 2014*

- Built professional relationships and trust with clients using effective communication strategies. Code Development, Deployment, Change Set Management, Unit Testing.
- Collaborated with scrum development teams on Release Management tasks to promote tested functionality from sandboxes into production environments.
- Worked on Informatica on cloud, Data Loader extensively and Integration of different system.
- Involved in deployment from different sandboxes using Change sets
- Analysed business requirements and resolved case requests Inc. configuration/customization of 50+ profiles, permission sets, public groups, roles, role hierarchy, field-level security, record types, queues, reports, dashboards, and identification/documentation of bugs.

CAPGEMINI INDIA PVT LTD, *Bangalore, India*-**Software Consultant** (Level P2).   *May 2010 – April 2013*

- Created and implemented comprehensive, strategic marketing plans in salesforce for the POC Project Fundraising campaign. Develop code, learn technology, learn business, client communication.
- Developing and Testing Salesforce applications. Worked on the Configuration and support of the Salesforce sales cloud and service cloud