

# SONALI DHAKATE

## SALESFORCE DEVELOPER

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Location : Bangalore

Trailblazer Profile: <https://www.trailblazer.me/id/sonalidhakate>

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### SUMMARY

Dedicated Salesforce Developer with hands-on experience in Salesforce CPQ, BSSE flow, and orchestration processes. Proficient in Apex, SOQL, and SOSL with extensive experience in developing Apex Classes, Triggers, and Visualforce Pages. Adept at implementing Salesforce security models and handling data migration tasks. Strong problem-solving skills with a focus on enhancing user experience and system performance.

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### WORK EXPERIENCE

#### MasterCom Technology Services Pvt Ltd, Bangalore

Apr 2023 - Present

- Gathered and analyzed requirements for Salesforce projects.
- Developed Visualforce Pages, Apex Classes, Triggers, and Batch Apex.
- Worked on Workflow Rules, Validation Rules, Assignment Rules, and Email Alerts.
- Configured products using CloudSense Configurator and automated business flow using CloudSense Orchestrator.
- Performed data migration using Data Loader, ensuring accuracy and consistency.

#### Project: Metasolv

- Skills Used: MySQL
- Delivered high-quality support for POS/M6 systems, resolving hardware, software, and network issues.
- Collaborated with development, QA, and product management teams to address and resolve complex issues.
- Provided detailed reports and analysis for issue resolution and system enhancement.

#### Achievements:

- Reduced average ticket resolution time by improving processes.
- Identified and resolved a critical security vulnerability, safeguarding client data.

#### DmGp Solutions Pvt Ltd, Pune

Nov 2022 – Apr2023

- Assisted in Salesforce platform administration, including user management and data integrity.
  - Conducted data imports, exports, and updates using Salesforce tools.
  - Developed customized reports and dashboards to support business objectives.
  - Automated routine tasks using workflow rules, process builder flows, and approval processes.
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### EDUCATION

#### Bachelor of Engineering in Mechanical Engineering

MIT Academy of Engineering, Pune

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## ADDITIONAL INFORMATION

### Technical Skills:

- Languages: Apex, HTML, CSS, JavaScript
- Platforms: Salesforce
- Database: SOQL, SOSL
- Tools: Salesforce Developer Console, Visual Studio
- Other Skills: Proficient in Salesforce CPQ, BSSE flow, and orchestration processes. Experienced in creating Apex Classes, Triggers, LWC, and Visualforce Pages. Skilled in security models, data migration using Data Loader, and building custom objects and fields. Adept in Salesforce automation, reports, dashboards, and relationship management. Experienced in SFDC admin tasks like user management, workflows, and validation rules.

### Certifications:

- Salesforce Platform Developer 1
- Salesforce Associate
- Salesforce AI Associate
- Salesforce AI Specialist

