

RASHMI GHATE

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EXPERIENCE –

WarpDrive Tech Works Bangalore

Technical Specialist | August 2022 - September 2024

BDCE Sevagram

Assistant Professor | June 2017 - May 2022

PRPCET Amravati

Assistant Professor | June 2016 - April 2017

CERTIFICATIONS –

- Salesforce Platform Developer I (PD1)
- Salesforce Certified Administrator

TECHNICAL SKILLS –

• SFDC Technologies:

Process Automation: - Process Builder, Workflow, Visual Flows

Custom Development: - Apex, Triggers, Asynchronous Apex

Data Tools: - Data Loader, Workbench

Integration: - REST API

Deployment: - Change Sets

Lightning Development: - Lightning Web Components (LWC)

Project Management: - Jira

Database: - SQL, SOQL, SOSL

EDUCATION –

Master of Technology | CSE | YCCE, Nagpur | 2015 | 7.40 CGPA

Bachelor of Engineering | CSE | HVPM, Amravati | 2012 | 74%

LANGUAGES –

- **Marathi** - Native
- **English** - Professional
- **Hindi** - Professional

SUMMARY –

Certified Salesforce Platform Developer I and Administrator with 2.1 yrs of experience in Salesforce development, configuration, and customization.

Lightning Development: Experience in creating Lightning Applications and Components using Aura and Lightning Framework.

Security Management: Skilled in configuring Profiles, Permission Sets, Organization-Wide Defaults, Sharing Rules, Manual Sharing, and managing Account, Opportunity and Case Teams.

Apex and SOQL/SOSL: Experienced in writing Apex classes and triggers, with expertise in using SOQL and SOSL for efficient data queries.

Process Automation: Adept at building automated processes with Process Builder, Approval Processes, Workflow Rules, Visual Flows and Validation Rules.

Case and Lead Management: Capable of setting up Lead Queues, Case Queues, Assignment Rules, Escalation Rules, Web-to-Lead and Email-to-Case for effective management.

Reports and Dashboards: Experienced in creating detailed reports, dashboards and dynamic dashboards for users.

Customization: Experienced in developing Custom Objects, Fields, Record Types, Page Layouts and other necessary components.

Cloud Proficiency: Proficient with Service Cloud and Sales Cloud, hands-on experience with Commerce Cloud, and familiar with Experience Cloud and Consumer Goods Cloud.

PROJECTS –

Brickwork India

Developer | Jul 2023 – Sept 2024 | Team Size: 2

My role involved gathering and analysing requirements to design scalable Salesforce solutions, focusing on lead management, data security, and automation. I developed and optimized components such as screen flows, record-triggered flows, Apex classes, and LWC components while managing data loading, custom configurations, and org cleanup. I automated processes with email alerts and flows, created reports and dashboards, and handled deployment, testing, debugging, and documentation to ensure seamless functionality and continuous improvement.

Puma India

Developer | Apr 2023 - Jul 2023 | Team Size: 6

Gathered business requirements and translated them into Salesforce solutions. Designed and developed custom flows to enhance user experience and managed data security with OWD sharing settings, profiles, and permission sets. Implemented Milestones, SLA, and Entitlement Processes with custom notifications for escalations, and optimized Omnichannel solutions. Created and managed reports and dashboards for data insights, migrated data using Data Loader with various operations, and handled deployment tasks efficiently.

Licious

Developer | Nov 2022 - Apr 2023 | Team Size: 5

Customized Salesforce Service Cloud by implementing validation rules, flows, and approval processes. Developed a Quality Audit Component using the Aura Framework and enhanced Apex triggers and batch classes for automated business processes. Implemented reports and dashboards for data insights, migrated data using Data Loader, and created and maintained knowledge articles. Managed deployment tasks and produced supporting documentation to ensure smooth transitions and operations.

Sun Direct Project

Developer | Apr 2023 - May 2023 | Team Size: 5

Automated lead conversion and partner account creation processes, improved data accuracy by managing duplicate accounts and contacts, and optimized lead generation through effective web-to-lead strategies.

Real Estate Project

Developer | Mar 2024 – Apr 2024 | Team Size: 4

Implemented lead scoring methods for improved prioritization, assisted in site visits by creating opportunities and inventory records, and generated reports and dashboards for enhanced data visualization. Additionally, enhanced the homepage layout for increased user convenience.

Retail Consumer Goods

Developer | May 2024 – Sept 2024 | Team Size: 4

Streamlined distributor registration and onboarding processes, and designed approval processes for smoother operations. Created reports and dashboards for business insights, and enhanced the homepage layout for improved customer engagement. Implemented Milestones, SLA, and Entitlement Processes with custom escalation notifications. Developed LWC components for Quality Audit and Visit Creation. Customized Salesforce Commerce Cloud features, including storefront creation, deployment, and management. Automated processes with custom flows, migrated data using Data Loader and performed bulk data operations. Worked on Salesforce Maps to improve location-based functionalities, and conducted testing, debugging, and troubleshooting of Salesforce applications, implementing necessary enhancements.

DECLARATION –

I hereby declare that the above-mentioned information given by me is true and correct to the best of my knowledge and belief.

Rashmi Ghate