**Sonam Gole**

**Functional summary:**

* Worked with **Mindspark Technology Pvt Ltd** as Salesforce Developer, with around 5.5 Years of overall Experience and relevant 3.5 Years in Sales Cloud, Service Cloud. Currently working with **Pletra Technologies Pvt Ltd,** as Senior Salesforce Developer.
* Proficiency in SFDC Administrative tasks like creating **Profiles**, **Roles**, **Users**, **Page Layouts**, **Email Services**, **Approvals**, **Lightning Flows, Validation** **rules**, **Reports**, **Dashboards**, **Tasks** and **actions**.
* Experience in SFDC development using **Apex classes** and **Triggers,** **SOQL, SOSL,** **Lightning Aura, LWC,** **Rest API.**
* Constantly pursuing to increase my learning curve by engaging & taking up challenging assignments as part of project requirements
* Team Player with good motivational and communication skills.

**Technical Competency:**

* Programming Languages: Java, Apex Classes, Triggers, Aura, JavaScript.
* Domain: Telecom- CRM
* Application: Force.com.
* Tools: Workbench, Git, Git-hub, Jenkins, Apex Data Loader, SOQL, SOSL.
* Operating System: Windows 7, Windows 8, XP,
* Databases: My SQL Server

**Certifications & Trainings:**

* Salesforce Certified Administrator -201
* Salesforce Certified Platform App Builder
* Salesforce Certified Platform Developer 1
* Salesforce Certified AI Associate

**Educational Qualification:**

* B.E, Information Technology from Rajarshi Shahu College of Engg, Pune - 2017
* Class XII from S.N.B.P.Jr. College, Pune - 2013
* Class X from S.M.Dr.D.Y.Patil School, Pune – 2011

**Project Highlights:**

**HRM (Human Resource Management) : Oct 2024 – Till date**

Role**:**Salesforce Administrator and Developer

Details: Developed and managed an internal HRM system functioning as a comprehensive company portal, built on the Salesforce platform. The project aimed to streamline HR processes, including employee onboarding, leave management, performance reviews, and communication across departments.

Responsibilities:

* Developed key components of the company portal using **Lightning Web Components (LWC)**for employee self-service, leave requests, and performance tracking.
* Implemented complex HR processes automation with **Salesforce Flows**, reducing manual effort in onboarding, leave approvals, and employee management.
* Created custom **Apex triggers**and batch classes to handle bulk data operations, such as employee record updates and performance evaluations.
* Designed dynamic dashboards and custom reports for HR managers to monitor key performance indicators and employee engagement.

**Cognizant : Telstra Australia: June 2023-Aug 2024**

# Role & Responsibility : Salesforce Admin and Developer

* Involved in gathering requirements from the business and implementing those in Salesforce.com
* Worked on creating and assigning Profiles, Object level Security, Field level security, Roles, and Public Groups for the users. Developed different Validation Rules to ensure that the valid data is being entered into the organization.
* Worked on Standard objects like Accounts, Contacts, Lead, and Cases, and Custom Objects. Created multiple custom objects, custom fields and relationship.
* Developed lightning flows and approval processes to automate the business process.
* Applied much logic into sending out email templates firing through flow based on the requirement.
* Developed Apex Classes and Triggers wherever required to fulfill business need and automate the flow accordingly. Creating reports and dashboards.
* Managed and configured Salesforce Marketing Cloud (SFMC), including setup of email templates, journeys, and automation.
* Integrated Salesforce Marketing Cloud with other Salesforce clouds.
* Wrote Test classes for those apex classes and triggers with the code coverage of at least 90% on each. Using Deployment tools Git and Git-hub.

**Cognizant : Penske Automotive: - July 2022 – April 2023**

Roles and Responsibilities: Salesforce Developer

• Experienced in Development, Administration, Implementation, Lightning and Support of Salesforce platform. Experienced in SFDC Development implementing the Apex classes, Apex Triggers, LWC components, [Force.com](http://Force.com) IDE, SOQL and SOSL.

• Experienced in Creating Custom Apps, Lightning Flows, Custom fields, Profiles, Applying Related List and defining Field Dependencies, custom buttons.

• Experienced in using Data Loader, Work bench and Import Wizard for insert and update import or export of data from [Salesforce.com](http://Salesforce.com) Objects. Experienced in working with Test Classes, SOQL and SOSL.Strong knowledge & experience working in teams implementing Agile Methodologies.

• Used Sandbox for testing, created, managed Packages and migrated them between Sandboxes and Production environments for final implementati

aon.

• Managed and guided the team to ensure there is no knowledge silos and there is smooth transition of best practices in code design and business knowledge.

**Cognizant : Rosewood United States : May 2021 – June 2022**

Role: Salesforce Admin and Developer

Roles and Responsibilities:

* Experience with Salesforce Standard objects and creating the Custom objects, fields. Created Profiles, Roles, Users and Restrict Permissions for users by using the profiles Involved in configuring profiles, roles, security settings, sharing rules.
* Developed Validation Rules Based on Requirement and need to make sure it’s working as per the Customer Requirement. Created Reports Based on Client Need.
* Integrated Salesforce with external systems using APIs. Developed custom REST for third-party integrations. Collaborated with stakeholders to gather requirements and implement integration solutions.
* Developed Apex Classes and Triggers and wherever required to fulfill the business need and automate the flow accordingly. Working on Aura Component and LWC Component using VSCode and GitHub.
* Implemented automation processes, including triggered emails, data imports, and marketing cloud workflows.

**Spark BAU Support- Siebel Support: - July 2019 – May 2021**

# Role & Responsibility

* Working on Incident fixes.
* Daily BAU activities.
* Data quality activities before the code fixes.
* Worked on Runtime events for invoking business services.
* Worked on Predefined Queries.

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| **Declaration:** |  |

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Sonam Gol**e