Ashwin Dilip Adhav

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Graduate at the University of Bath, Proficient and determined professional who previously worked on Salesforce Sales cloud and Einstein analytics with experience in developing Apex and Visual Force solutions and configuring Custom Objects, Page Layouts, Reports & Dashboards. Keen interest and inclination for leadership as an individual contributor and a team member demonstrated through positions of responsibility and sports.

WORK EXPERIENCE

Software Engineer | Gigaclear Pvt. Ltd.   Sep 2022 to current

- Developed end-to-end solutions on Salesforce Sales, Service, FSL, and Experience Site clouds, integrating with external systems to manage Broadband and VOIP customers throughout their lifecycle.
- Utilized Salesforce tools such as VSCode, SourceTree, GitLab, GitHub, Workbench, and Change Sets for deploying code to higher environments and ensuring smooth operations.
- Played a key role in an Agile team, providing production support, developing new features, fixing bugs, and optimizing code to enhance system performance.
- Integrated Salesforce with external systems using JSON and XML, collaborating with platforms like Zuora, NetAdmin, Oculeus Sasquatch, and T2API to streamline operations.
- Orchestrated an end-to-end automation of the sales pipeline using Salesforce Flow, slashing closure times by 20% and enhancing sales team productivity by 35% rewrite.
- Directed a cross-functional team in the creation of a personalized customer journey in Salesforce Marketing Cloud, boosting customer retention rates by 25%
- **Key Project Highlights**:
  - **New Router Introduction**: Led the deployment of new routers for both new and existing customers, ensuring seamless adoption and functionality across all users.
  - **OTS Framework Implementation**: Designed and implemented the OTS (One Touch Switch) framework, simplifying Gigaclear's broadband provider switching process. This involved creating new objects, record types, page layouts, profiles, and implementing screen flows with Lightning Components, triggers, callouts, and API endpoints, integrating with GOTS.
  - **System-Wide Price Increase**: Spearheaded the implementation of a system-wide price increase project at Gigaclear. Segmented customers based on join dates and discounts, providing tailored pricing structures. Integrated with Zuora for billing and pricing adjustments, ensuring seamless operations.
- **Data Management with OwnBackup**: Managed environment refreshes, backups, and permissions using OwnBackup, ensuring data integrity and compliance with established policies.

Systems Engineer | Tata Consultancy Services Pvt Ltd.   Jan 2019 to Sep 2021

Tata Consultancy Services (TCS) is an Indian multinational information technology (IT) services and consulting company headquartered in Mumbai, Maharashtra, India.

- Developed Salesforce CRM functionalities for an Oil and Gas company's digital transformation project. Provided production support during go-lives, using debug logs to resolve issues.
- **Code Deployment & Optimization**: Deployed code using SourceTree, TortoiseGit, GitHub, Workbench, Change Sets, and Azure DevOps. Optimized existing code and functionalities.
- **Integration & Data Migration**: Integrated Salesforce with other systems using JSON and XML. Performed data migration using Data Loader and Data Import Wizard.
- **B2B Service Cloud Implementation**: Developed reusable Aura Components, Visualforce Pages, and Triggers for a Food and Hospitality client within an Agile framework, including custom objects, fields, layouts, and security features.

EDUCATION & QUALIFICATIONS

The University of Bath - Masters.   Sept 2021 to Oct 2023

My Master´s degree focuses on Applied Data Science which mainly includes Data pre-processing to data visualization using real-world scenarios. Machine learning algorithms include Random Forests, Decision Trees, RNNs and GANs. My dissertation topic is Stock Market Analysis using Generative Adversarial Networks and RNNs.

The University of Pune - Bachelors in Computer Science.   June 2013 to July 2017

Modules: - Data Structures and Problem Solving, Data Mining Technologies and Applications, High-Performance Computing, Theory of Computation, Data Management and Systems Application.

My bachelor´s degree mainly focused on the software side. I studied a variety of data structures and algorithms modules. I completed Data Analysis, Data Mining, and Data Visualisation Modules.

ADDITIONAL INFORMATION

Languages – English; German; Hindi; Marathi.

IT Skills

Programming Languages Python, R, Java, Apex, JavaScript.

Salesforce Certified Admin, App Builder, Platform Developer 1, Sales Cloud Consultant and Service cloud Consultant. knowledge base includes Salesforce CRM, Lightning Web Components, Apex, Integration, Salesforce Sales Cloud, and Service Cloud.

C (Certification from SEED Infotech Ltd.), Python Bootcamp (Udemy Certificate Course), Machine Learning A-Z: Hands-On Python and R in Data Science (Udemy Certificate Course).

POSITIONS OF RESPONSIBILITIES

- **Student Representative**: Assisted in solving academic and extra-curricular issues, organized student events, and acted as the voice of the student community.
- **Event Leadership**: Headed all technical events for the annual inter-college event BITS & Bytes, achieving a footfall of 1000 and raising 150,000 rupees in sponsorships.
- **Team Management**: Managed a team of 100-150 students in planning and executing extra-curricular, cultural, and technical events.
- **Printing and Publicity**: Led a team of 10 members in designing and developing event posters, invitation cards, stage banners, and pamphlets.

EXTRA-CURRICULARS

- **Table Tennis Achievement**: Awarded Best Table Tennis Player of the Year (2017).
- **Leadership in Sports**: As General Secretary, led the department to win the Inter-departmental Annual Sports Trophy for the first time in 25 years.
- **German Language Proficiency**: Completed a German language course with an A grade at the Symbiosis Institute of Foreign Languages.