Dhanshree Mali

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TECHNICAL SKILLS

Salesforce Technologies	: Configuration and Customization, Lightning Flows, Data Security, User Management, Apex, Apex Classes, Apex Triggers.
Languages	: Apex, C, C++
Database Languages	: SOQL, SQL, MySQL
Salesforce Tools	: Apex Data Loader
Web Technologies	: HTML, CSS, JavaScript
Salesforce Framework	: LWC (Lightning Web Components)
Other Tools	: BMC Control-m, Service Now, Peoplesoft Application Designer

TECHNICAL SUMMARY

- Proficient in **configuring and customizing** SalesForce.com to meet business requirements.
- Experienced in performing administrative tasks including **user management, profile and role creation, report and dashboard development, formula fields, and validation rules.**
- Skilled in **designing custom objects, fields, page layouts, tabs, reports, and dashboards** to optimize user experience.
- Familiar with standard Salesforce.com objects such as **Accounts, Contacts, Opportunities, Cases, and Leads.**
- Knowledgeable in implementing automation tools like **Approval Processes** and **Lightning Flows** for streamlining business process.
- Capable of establishing **security and sharing rules** at object, field, and record levels to ensure data integrity and confidentiality.
- Proficient in utilizing data management tools such as **Data Loader** for efficient import and export operations.
- Possess basic hands-on experience in developing **Apex classes, triggers, and asynchronous Apex** code.
- Skilled in writing **SOQL** queries and performing DML operations while adhering to Governor Limits.
- Competent in designing and developing **Lightning Web Components (LWC)** for scalable applications.
- Familiarity with version control tools like TFS, Git, and GitHub for collaborative development.
- Experienced in using job monitoring tools such as BMC Control-M and Service Now for efficient ticket monitoring.
- Solid understanding of all phases of the **Software Development Life Cycle (SDLC) and Agile Methodology**.
- Agile, anticipatory, and collaborative mindset with the ability to work effectively in both team-based and individual settings, adaptable to diverse environments.

CERTIFICATIONS

- Salesforce Certified Associate
- Salesforce Administrator Certified
- Microsoft Azure Fundamentals AZ-900

AWARDS

- Recognized as Rockstar of the Month June 2023
- Trailhead Expeditioner Rank

SALESFORCE PROJECTS

- LWC BMI Calculator [Click Here](#)
- LWC Alarm Clock [Click Here](#)
- Currency Convertor [Click Here](#)
- Weather App [Click Here](#)

PROFESSIONAL EXPERIENCE

Hexaware Technologies, Software Engineer

06/2021 - Present

As a PeopleSoft Development and Support Resource for Ernst & Young (EY), provided vital support for Financial (GFIS) and Global Payroll applications. Role encompassed production support, enhancements, and reporting for PeopleSoft Financials.

Key Responsibilities:

- Led the Purge Project under the GFIS Sunset initiative, developing SQL scripts that efficiently purged data from financial modules, resulting in a 40% reduction in storage usage and a 25% enhancement in system performance.
- Conducted rigorous unit testing, identifying, and promptly addressing bugs in collaboration with QA to ensure seamless execution, reducing post-implementation defects by 60%.
- Engineered and implemented a novel process for the Global Payroll system, revolutionizing data extraction from Excel templates and seamless insertion of new partner data into Database application tables. This optimization led to a 30% decrease in data processing time, enhancing operational efficiency and accuracy.
- Analyzed and provided optimal resolutions to client issues encountered during the Payroll Process, ensuring uninterrupted service delivery, and achieving a 95% client satisfaction rate.
- Demonstrated expertise in all facets of the Payroll Process, including comprehensive understanding of data definition and automated processes. Conducted continuous job monitoring and performance tuning, resulting in a 20% improvement in system response time and operational efficiency.
- Analyzed user service requests for the EY Time Recorder Application, swiftly identifying root causes and delivering effective resolutions, resulting in a 50% reduction in resolution time.
- Leveraged proficiency in the BMC Control-M Tool to expedite issue resolution and ensure seamless job execution.
- Actively engaged in weekly team meetings and client calls, fostering collaboration, and facilitating effective communication channels. Contributed to a positive team dynamic and upheld high standards of service delivery and client satisfaction.

EDUCATION

Sushila Devi Bansal College of Technology   08/2017 – 07/2021
(BTech - Computer Science Engineering)