**Shlesha Mengale**

Email: shleshaghodake@gmail.com

Phone: 9637839305

Trailhead-

<https://www.salesforce.com/trailblazer/sghodake4>

LinkedIn-

<https://www.linkedin.com/in/shlesha-mengale-034aa4b5>



**O**

**BJECTIVE**

Work for an organization which provides me the opportunity to improve my skills and knowledge to grow along with the organization objective.



**E**

**XPERIENCE**

Salesforce Trainee at Radical Technology Pune. (6 months’ internship and 6 months’ live project)

Total 4.4 Years of work experience CRM.



**E**

**DUCATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  | **Pass** |  |
| **Examination** | **Board/University** | **School**/**College** | **out** | **Percentage** |
|  |  |  | **Year** |  |
| B. E.  ENTC | Solapur University | BMITInstitute,Solapur |  | 56.27% |
|  |  |  | 2015 |  |
|  |  |  |  |  |
| H.S.C. | Maharashtra State  Board | Bhosale Junior College  Osmanabad |  | 66.50% |
|  |  |  | 2009 |  |
| S.S.C. | Maharashtra State | Chh.Shivaji High |  | 79.38% |
|  | Board | School Osmanabad | 2007 |  |

**TECHNICAL SKILLS**

* Salesforce Admin
* Development
* Apex Trigger
* Test Classes
* Batch Apex
* SOQL
* Lightning Aura Component
* Salesforce Security Model
* Omni studio
* Lightning Web Component
* Salesforce Flows

* Proficient in configuration and customization on Salesforce.com
* Proficiency in administrative task like creating profiles, roles, users, page layouts,

Reports and dashboards, tasks and actions

* Implemented application security at object, field and record level using profile based



**P**

**ROFILE**

**S**

**UMMARY**

Security and sharing rules for different users.

* Experience in standard salesforce configuration validation rules, record types,

Custom objects, fields, custom tabs

* Experience in creating object relationships based on business requirements.
* Proficient in automation tools like workflow, process builder, flows and approval process.
* Proficient data migration using data loader and data import wizard.
* Experience in SFDC Development using apex classes and triggers, SOQL, SOSL.
* A forward thinking person with strong communication, analytical and organizational skill.



**INTERNSHIP PROJECTS**

**Project**: **Requirement Management Application**

**Project Profile:**

The Recruitment Management Application is a cloud-based application hosted in Salesforce and designed to streamline the recruitment process for organizations using declarative and custom development. This application will enable organizations to manage Positions, Candidate Profiles, Candidate Skill Set, Job Applications, and Candidate Reviews and manage details of Job Postings on various Employment Websites. The goal of this project is to improve the efficiency of the recruitment process, reduce manual workloads, and improve the overall recruitment experience.

Problem Statement: The recruitment process can be time-consuming and labor-intensive. HR professionals often spend a lot of time in managing Position Details & Job Postings on different Employment Websites, Tracking Candidate Details, Scheduling Interviews, and Aligning Candidates with right skills for a Position for Interviews and maintaining the feedback/reviews. The current process is often fragmented and can result in missed opportunities to attract and retain top talent. There is a need for a centralized tool that can help HR professionals manage the recruitment process more efficiently.

**Roles and Responsibilities: -**

* Customize and personalize Salesforce.com based on requirements.
* Maintain and developed the Custom objects, Custom fields, Custom tabs, and Validation rules.
* Customized different page layouts and assigned them for different profile users.
* Creating Workflow Rules, Tasks, Email Alerts, and Components to the needs of the application.
* Create Workflow for email sending when customer place the order through online for order confirmation.
* Created Screen Flow For sending the email and attaching the file to the object

**PROFESSIONAL EXPERIENCE**

**1. Conneqt Business solutions Limited**

**CRM Technical Support Engineer Project Title – TATA Motors CRM DMS**

**From November 2017 to June 2020**

**Description of job:**

* As a L1 support engineer proficient in handling all issues related to CRM and providing level 1 Technical Support to end-users.
* To Provide technical and functional support to TATA Motors Authorized dealers across India.
* User Administration: Creating, deleting, modifying, locking Siebel IDs and sharing requests in Remedy.
* Responsible for providing access to users per business requirement.
* Monitoring, incident, problem, release, backup, infrastructure, capacity management, and Business continuity, ensure all Siebel applications are available and running at peak efficiency 24x7.
* Diagnose, Analyze, Research, Test, Troubleshoot, and Resolved highly complicated escalated
* Siebel CRM application issues (Resolved over 98% of issues at first point of contact).
* Check all the emails received on the helpdesk account and forward to the necessary team.
* Check all the service requests raised by dealers and follow the ITIL also raise tickets on behalf of Dealers.
* Work on pending tickets and discuss with the corresponding team.
* Follow up the pending approval of authorized persons like service head, service manager.
* Check SLA of tickets and resolve within the time also check the proper resolution provided to the Deale

**2. Tech Mahindra - Associate Executive, Pune – 13 months**

**From October 2016-November 2017**

**Description of job:**

Worked in CRM for Vodafone postpaid services as Customer care executive



# DELCLARATION

I do hereby declare that all the above information is true to the best of my knowledge & belief.

**Shlesha Mengale**