

EDUCATION

- **Master of Science**, Management Information Systems (Graduated Dec 2011)
– The University of Texas at Dallas, USA
- **Bachelor of Engineering**, Computer Science (Graduated Aug 2009)
– University of Pune, India

CERTIFICATIONS

- Salesforce Certified Platform App Developer
- Salesforce Certified Platform Developer I
- Salesforce Certified Advanced Administrator
- Salesforce.com Certified Administrator
- Salesforce.com Certified Force.com Developer
- Certified Pharmaceutical Data Professional
- HTML 5

PROFESSIONAL EXPERIENCE

- **Salesforce Developer**, *University of Wisconsin–Extension*, Madison (Jul '15 - Present)
 - Responsible for developing in *Visualforce*, *Apex*, *Java*, *AJAX*, etc. to build customized solutions that support business requirements and drive key business decisions
 - Designed and developed *Force.com* site single-handedly for 'Online Course Registration System' with real-time integration with a 3rd party payment processing gateway using *Force.com REST API*. Link: <https://newuwex.secure.force.com/uwflexsudsregistration>, (40+ successful enrollments so far)
 - Working on the design and development of Student Integration System using *Salesforce Communities*
 - Single-handedly implemented *Live Agent* and *Service Cloud Console* for Enrollment Advisors
 - Initiated Org-wide best practices such as Chatter, Agile Methodology, Code Reviews etc.
 - Working towards *Platform Developer II* certification
- **Salesforce Consultant**, *IMS Health*, Phoenix (Jan '13 - Jun '14)
 - Designed and developed *HR Recruitment Application* on Salesforce.com platform
 - Configured Salesforce.com *Workflows*, *Assignment/Validation Rules*, *Web Layouts & Security*
 - Set up *Apps*, *Page Layouts*, *Related Lists*, *Tabs*, *Roles & Profiles*
 - Designed extensive *Reports* and *Dashboards* for Salesforce.com CRM Applications
 - Performed heavy data loads using *Apex Data Loader* from legacy systems
 - Designed and Developed a platform independent CRM Mobile App using HTML 5, Javascript, CSS 3 - Media query and JQuery Mobile
- **Salesforce Developer**, *IMS Health*, Phoenix (Mar '12 - Dec '12)
 - Developed *Warehouse Application* using VisualForce framework, HTML, CSS and Javascript
 - Designed and developed *Log A Call* feature for iPad to track customer interaction
 - Built *e-Signature* functionality for iPad leading to paperless transactions between users
 - Developed services to synchronize iPad with Salesforce.com backend
 - Developed business logic in *Apex Programming Language* on Eclipse IDE with Force.com plug-in

- **IT Analysis Intern**, *CornerWorld*, Dallas (Aug '11 - Dec '11)
 - Developed features for company portal to improve user experience using PHP, HTML, CSS and Javascript
 - Performed *Normalization*, *Data Cleansing* & *De-duplication* on the huge databases
 - Performed *SEO* on the CornerWorld portal & performed *Data Mining* on the visit logs
 - Created reports using *SSRS* & *MS-Excel* to analyze daily backup statistics tracking policies
- **Reporting Analysis Intern**, *Ericsson*, Dallas (May '11 - Aug '11)
 - Generated reports using *Microsoft Visual Studio* & *SQL Server*, used by Ericsson Management
 - Designed and maintained customer reports using *SQL Server Reporting Services (SSRS)*
 - Managed a daily report using *SAP (SD Module)* & *MS Access* used for customer order tracking
 - Wrote *Excel Macros*, *Vlookups* & *VB Scripts* for generating reports
 - Designed and maintained the Supply Chain Excellence system using *SharePoint*
- **Software Development Intern**, *Cympac Software Solutions*, Pune, India (Jul '08 - May '09)
 - Developed a tool in *VB.Net* & *SQL* for efficient Network Management during server failure
 - Implemented a *Data Replication System* & a *Load Balancer* for the Distributed Network
 - Developed a Discovery Server to track the IP addresses and names of nodes across the Network

SKILL SETS

CRM Tools	Salesforce.com, Force.com
Business Intelligence Tools	XL Miner, SAS Enterprise Miner, MS Excel
Project Management Tools	JIRA, Version One, MS Project
Programming Languages	Java, SOQL, PL/SQL, Apex, Objective C, UML
Automation Tool	Selenium
Web technologies	HTML, CSS, PHP, JavaScript
Databases	SQL, MySQL, MS Access
ERP Tools	SAP R/3

AWARDS AND RECOGNITIONS

- Awarded multiple **Rising Star** awards for excellent technical performance at *IMS Health*
- Awarded **Intern of the Month** awards for remarkable performance at *CornerWorld* and *Ericsson*
- Developed a *Closed Loop Marketing (CLM)* project in **45%** of the estimated time at *IMS Health*, resulting in revenue gain for the client

ACADEMIC PROJECTS

- **Business Intelligence**, UT Dallas
- **System Analysis of American Red Cross**, UT Dallas
- **Project Management for Singapore Video Rental Store**, UT Dallas