**Gauri Bhandekar - Salesforce Consultant**

**Dallas, Texas**

**Summary**

Over 9 years of software development experience, specializing in Salesforce Service Cloud, Salesforce CRM, and Lightning Communities as both a developer and administrator as well as QA Engineer. Possess strong skills in Apex programming, Salesforce development tools, data migration, workflow design, and system integration. Additionally, experienced in various aspects of the SDLC, including requirements analysis, design, development, and testing. Expertise extends to implementing features like workflow approval processes and Omni Channel and have a track record of successful communication with executive staff and team members. Proficient in exploring and integrating App Exchange applications, managing Sandboxes, and handling production bug fixes.

**Certifications**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

**Technical Skills**

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| **Salesforce Platform** | **:** | Salesforce.com platform, Visualforce (Pages, Component & Controllers), Apex Language, DML statements, SOQL, SOSL, Data Loader, Custom Objects, Custom Tabs, S-controls, Sandbox data loading, Custom Fields, Triggers, Workflow Rules, Validation Rules. |
| **Force.com Tools** | **:** | Apex data Loader, Force.com Migration Tool, Dataloader.Io, DbAmp ETL tool. |
| **Languages** | **:** | Apex, Java |
| **Web Technologies** | **:** | JQuery, Bootstrap, HTML, CSS, Java Script |
| **Database** | **:** | SQL Server and MYSQL |
| **Office Tools** | **:** | Microsoft Excel, MS Office |
| **Web Technologies** | **:** | HTML, JavaScript, CSS, Web Services, WSDL. |
| **IDEs** | **:** | Eclipse IDE Plug-in, Developer Console. |
| **CRM** | **:** | Salesforce CRM. |
| **Integration** | **:** | Web Services, SOAP, Files Connect. |

**Education**

**Bachelors of Computer Science -** *Nagpur University 2013*

**Professional Experience**

**Client:** American Express Sept 2021 – Till Date

**Role:** Senior Salesforce Developer

**Project Description:**

American Express, a global financial services company, has implemented Salesforce to enhance customer engagement and streamline their sales operations.

Implementation of a custom Salesforce CRM solution to streamline sales processes and enhance customer service.

**Roles and Responsibilities:**

* Collaborated with business and IT stakeholders to gather requirements and translated them into technical specifications.
* Configured and customized Salesforce to meet specific business needs, including the creation of custom objects, workflows, and validation rules.
* Collaborated with business partners to maximize the potential of Salesforce Service Cloud and CRM platform.
* Customized Service Cloud applications to align with organizational functional requirements.
* Utilized Visualforce Pages, Apex Coding, and Triggers for customizations and enhancements.
* Analyzed existing customizations and proposed solutions for new enhancements based on operational and product owner inputs.
* Customized Visualforce pages and implemented country-specific restrictions for business needs.
* Integrated Salesforce with Google Drive and enabled SSO SAML between Salesforce Orgs.
* Utilized change sets, Jenkins, and ANT migration tools for smooth deployments across sandboxes and Production.
* Developed Lightning components for both Salesforce Classic and Lightning Experience.
* Automated case acceptance using Omni Channel and streamlined workflow approval processes.
* Designed and developed Salesforce communities using HTML, CSS, jQuery, Bootstrap, and Apex.
* Configured page layouts, search layouts, and workflow rules to implement business logic.
* Developed Lightning components in Service Cloud Console for seamless user experience.
* Utilized SOQL & SOSL within Governor Limits for data manipulation and Force.com Explorer for data operations.
* Integrated Google Drive with Salesforce Service Cloud using Files Connect for document access.
* Worked with AppExchange tools like Drawloop, DocuSign, Snapshot, CTI connector Cisco, CTI Connector Five9, and Flosum.
* Implemented Five9 CTI connector and SSO configurations in Salesforce and Five9.
* Managed user roles, groups, and profiles to implement security and data privacy rules.
* Provided post-implementation support, including training end users and maintaining user profiles.
* Developed Apex classes and triggers to automate processes and ensure data integrity.
* Integrated Salesforce with external systems for data synchronization.
* Conducted user training sessions and provided ongoing support to end-users.

**Environment:** Salesforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, JavaScript, Java, Web Services, WSDL, Sandbox, Developer Console, Encryption, App exchange, Omni channel, Files Connect, Service cloud, service cloud console, Five9, Drawloop, DocuSign

**Client:** T-Mobile April 2019 – Aug 2021

**Role:** Salesforce Developer

**Project Description:**

T-Mobile, a major telecommunications company in the USA, has utilized Salesforce as part of its CRM strategy to manage customer interactions and sales processes.

Salesforce CRM enhancement project to optimize lead management and improve sales team efficiency.

**Roles and Responsibilities:**

* Worked closely with the Agile Product Owner to define, estimate, and prioritize user stories in the Product Backlog.
* Designed and developed Lightning Web Components to create a modern and intuitive user interface.
* Implemented process automation using Process Builder and Flow to streamline business workflows.
* Analyzed and translated functional and technical requirements into custom objects, junction objects, lookup, and master-detail relationships.
* Developed Visual Pages and Apex Classes to extend the functionality of Salesforce CRM.
* Implemented Email-to-Case, Web-to-Case, and manual case entry for efficient case management.
* Designed and deployed workflows, validation rules, and approval processes to automate business logic.
* Created custom dashboards and provided data access reports to Compliance and Security teams.
* Integrated Web Services to extract data from external systems and display it within Salesforce.
* Utilized Force.com developer toolkit (Apex, Visualforce) for custom business logic development.
* Collaborated with business stakeholders to author Business Requirement Documents (BRD) and identify interface specifications.
* Assisted in system testing and bug fixing to ensure a smooth deployment.

**Environment:** Salesforce CRM, Apex Language, Visualforce Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox Data loading, Eclipse IDE Plug-in, HTML, JavaScript, CSS, Web Services, SOAP, UI, SOQL, SQL, SharePoint.

**Client:** HDFC Bank, India Dec 2015 – Jan 2019

**Role:** QA Engineer

**Roles and Responsibilities:**

* Involved in Design and development of test plans based on high-level and detailed designs.
* Analysed the use cases given by the business analysts and developed test cases using them.
* Responsible for complete manual testing of application under test (UAT)
* Written complex SQL queries for data validation and to verify the extract rules.
* Performed black box/functional testing, regression testing on Application Under Test
* Performed manual testing on various modules of the Application.
* Generates functional test cases that capture actual code behaviour as a deployed application is exercised.
* Worked on User Acceptance Testing (UAT), System testing, Integration testing, Regression Testing, Black Box Testing and Backend or Database Testing.
* Generated Test analysis reports and graphs using Quality Center
* Written complex SQL queries for data validation and data verification.
* Executes the test suite to identify regressions and unexpected side effects.
* Parameterized test cases for use with varied, controlled test input values (runtime-generated, user- defined, or from data sources)
* Monitors test coverage and achieves high coverage using branch coverage analysis.
* Tests individual methods, classes, or large, complex applications
* Tracks how test results and code quality change over time
* Analysed, reported, and kept track of defects using Test Director

**Environment:** Windows NT, UAT, MS-Office Tools, SQL, XML, XSLT, Manual Testing, Test Director.

**Client:** MakeMyTrip, India June 2013 – Nov 2015

**Role:** Software Tester

**Roles and Responsibilities:**

* Reviewed the web-based application and identified critical functionalities.
* Experience in the Waterfall environment and contributed to the Requirement Analysis, Test Design, Development & Maintaining automated test scripts.
* Created and executed manual test cases using Quality Centre. Documented the test cases and created the requirement traceability matrix to demonstrate the test coverage.
* Created and executed Test Cases manually as well as verified the actual results based on expected results.
* Performed Functional Testing, Regression Testing, Smoke and Sanity Testing and End to End Testing.
* Reviewed the Use case and Business requirement documents (BRD) for Functional testing.
* Maintained Traceability Matrix to track the requirements to the test cases to ensure complete test coverage in QC.
* Clearly communicated defects with developers and updated comments in QC
* Documented and reported all found defects in Quality Centre
* Effectively implemented QA methodologies, strategies and plans in all stages of SDLC.
* Communicated with developers to discuss the defects found in the system.
* Performed back-end testing by writing and executing SQL queries to validate the data.

**Environment:** Waterfall Methodology, Manual Testing, HP Quality Center, MS Excel, Oracle, Windows.