

# PUJA NAGARKAR

## Salesforce Developer

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Pune,Maharashtra-India

### OBJECTIVE

Motivated and results-driven Salesforce Developer with over 5+ of experience in differen domains.Majorly designing, implementing, and optimizing Salesforce solutions for diverse industries. Adept at leveraging Salesforce tools, including Apex, Visualforce, Lightning Components, and Flow, to improve business processes and enhance user experiences. Seeking to contribute technical expertise and problem-solving skills to drive innovation and efficiency.


### SKILLS

- **Technical Skills:**
  - Apex Programming:** Proficient in developing custom applications using Apex.
  - Visualforce:** Experience in building custom user interfaces using Visualforce.
  - Lightning Components:** Skilled in creating Lightning Components and using Lightning Web Components (LWC).
  - Salesforce API Integration:** Familiar with REST/SOAP API integration to connect Salesforce with external systems.
  - SOQL/SOSL:** Expertise in Salesforce Object Query Language (SOQL) and Salesforce Object Search Language (SOSL).
  - Data Migration:** Experience with data migration tools like Data Loader, Workbench, and third-party ETL tools.
  - Salesforce Flows:** Building automation solutions using Flows and Process Builder.
  - Triggers and Batch Processing:** Writing efficient triggers and batch classes for large data processing.
  - Salesforce Security:** Proficient in setting up roles, profiles, permission sets, and field-level security.
  - Salesforce Deployment:** Knowledge of Salesforce change sets, version control systems (Git), and CI/CD tools.
  - Salesforce CRM:** Hands-on experience with Salesforce Sales Cloud, Service Cloud, and Marketing Cloud.
  - Salesforce DX:** Working knowledge of Salesforce DX for development and release management.
  - Einstein Analytics:** Experience in leveraging Salesforce Einstein for analytics and predictions.
  - Heroku:** Knowledge of deploying and managing applications using Heroku.
  - Third-party Integrations:** Experience with third-party tools like DocuSign, Tableau, and Conga Composer.

### CERTIFICATIONS

- **Salesforce Platform Developer 1** Points:52300 Badges:98 Trails:16

### EXPERIENCE

- **Nanostuffs Technologies Pvt Ltd.**  May-2021-Current  
Pune  
*Software Developer*
  - Performed tasks as Salesforce Developer with different projects from Clients like Deloitte,PwC,TATA Capitals etc.
  - Technologies and platforms: Salesforce platform, Salesforce CRM, Salesforce Lightning,Salesforce Community, Salesforce Service, Salesforce Sales, customer relationship management (CRM) solutions, VisualForce, Salesforce.com, Salesforce Data Loader
  - Modules: Managed API integrations and web services.
  - Developed workflows and triggers.
  - Supported business needs with technical design documentation.
  - Scripting and programming languages: JavaScript, Salesforce Apex, HTML, SQL, CSS,SOQL, Java
- **ChargeX Pvt Ltd.** Aug 2019-Aug-2021  
Remote  
*Design Engineer*
  - Developed a Prototype of AC EV-Charger Software compatible with the Slow,Medium and Fast Charging of Electric vehicles.

### EDUCATION

- **College Of Engineering Pune** 2017 - 2019  
Pune  
*M.TECH DIGITAL SYSTEMS*
  - CGPA-8.5/10
- **MIT** 2012 - 2016  
Aurangabad  
*B.TECH ,E&TC*
  - CGPA-8.8/10

## PROJECTS

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- **TATA CAPITAL - (FINANCE DOMAIN):**

**Loan Application Automation:** Designed and implemented workflows and Apex triggers to automate the loan application process, including application intake, eligibility verification, approval, and disbursement stages.

**Loan Repayment Schedules:** Developed custom components and logic to generate dynamic loan repayment schedules, enabling borrowers to view their payment timelines and amounts.

**Compliance and Security:** Ensured the solution complied with financial regulations and security protocols, including data encryption, role-based access, and audit trails for loan-related transactions.

**User Interface Customization:** Enhanced the user interface for loan officers and borrowers by customizing page layouts, dashboards, and reports to provide real-time insights into loan statuses and repayment histories.

- **YH HOUSING -DELOITTE (SERVICE CLOUD):**

**Service Cloud Implementation:** Led the successful implementation of Salesforce Service Cloud to optimize customer service operations, enhance case management, and improve customer satisfaction.

**Salesforce Flows for Automation:** Designed and deployed advanced Salesforce Flows to automate business processes, streamline operations, and reduce manual intervention.

**Approval Process Setup:** Configured and managed Salesforce Approval Processes to automate decision-making workflows and ensure compliance with organizational policies.

**Messaging Channel Implementation:** Integrated and deployed messaging channels within Salesforce to enhance real-time communication and support multi-channel customer engagement.

**Konga Document Tool Integration & Implementation:** Managed the seamless integration and implementation of the Konga Document Tool within Salesforce, improving document handling and workflow efficiency.

- **THE LEELA HOTELS - PWC(SALES CLOUD):**

**Client Requirement Gathering:** Led client requirement gathering sessions to ensure a deep understanding of business needs and deliver tailored solutions.

**Team Leadership:** Took ownership of the entire project team, overseeing task distribution, progress tracking, and successful delivery of solutions.

**Campaign Setup & Customization:** Designed and implemented customized marketing campaigns in Salesforce, tailored to specific client needs for maximum engagement and results.

**Survey Setup & Customization:** Created and customized surveys within Salesforce to meet client requirements and improve data collection.

**SFDC Integration with SharePoint:** Managed the integration of Salesforce with SharePoint to streamline document management and collaboration.

**Oracle Integration Using SOAP:** Integrated Salesforce with Oracle using SOAP protocols to facilitate seamless data exchange and process automation.

**Single Sign-On (SSO) Implementation:** Configured and implemented Single Sign-On (SSO) in Salesforce to enhance user security and streamline access across systems.

- **CENTINELLA-INTELLISWIFT(OMS AND APEX):**

**Order Management Integration:** Developed and implemented a PI to fetch fulfillment orders from the Order Management System (OMS) and process the orders within the Salesforce ecosystem.

**Shipment Data API Integration:** Created an API for posting shipment data into OMS, ensuring real-time synchronization and accurate shipment tracking.

**Fulfillment Flow Automation:** Designed and deployed a flow to automatically update the fulfillment order status to "fulfilled" once shipment data is created.

**Transactional Data Synchronization:** Provided detailed integration solutions for synchronizing transactional data between Salesforce and OMS, improving operational efficiency.

- **JFL - JUBILANT FOOD WORKS(B2B COMMERCE):**

**Apex Development:** Designed and developed Apex Classes, Controller Classes, and Apex Triggers to address diverse functional requirements and enhance application performance.

**REST API Development:** Developed and integrated REST APIs to facilitate seamless data exchange between systems within the project.

**UI Customization:** Customized page layouts for Leads, Contacts, and Accounts based on user roles and group requirements to improve user experience and efficiency.

**Custom Object and Component Design:** Designed and deployed custom objects, validation rules, custom tabs, and components to meet specific business needs and ensure smooth functionality.

**Community Site Customization:** Modified the functionality of an existing Community site (Experience Builder) to meet client-specific requirements, ensuring a tailored user experience.

**Custom Component Development:** Built custom components such as a Recommendation Carousel and a Recommendation Engine, integrated with Ernestine APIs to enhance user engagement and functionality.