

SWAPNIL B MELSHANKARE

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Company: Zensar Technologies

Years of Experience: 2 Years 9 Months

Notice Period: 30 days

OBJECTIVE

To work in pragmatic way in an organization where I can show my talent and enhance my skills to meet company goals and objective with full integrity and zest

SUMMARY

- Bachelor of Engineering from Pune University with 2 years 9 months of work experience with Zensar Technologies.
- Worked on several projects and provided end-to-end solutions to clients.
- Possess effective communication abilities to deal efficiently with the clients.
- Hands on experience in Apex class, Visualforce pages and Triggers.
- Ability to develop and document work flow processes and procedures.
- Experience of creating custom objects, workflows, triggers on Force.com.
- Having experience with Salesforce.com application Administration and Customization.
- Hands on experience in Data loader, SOQL, SOSL and SOAP API in Force.com Platform.
- Good Knowledge in Core Java, Collections and PL/SQL programming.

EDUCATION

- 2011-14: Bachelors of Engineering in Computer from University of Pune with 62.02%.
- 2008-11: Diploma in Computer Engineering from MSBTE Board with 79.86%.
- 2008: SSC from Maharashtra Board with 71.38%.

PROJECTS

Project 1:

Company:	Zensar Technologies
Title:	Optimization Customer Partner Experience
Client:	Cisco Systems, USA.
Team Size:	18
Duration:	9months (January 2017 – Till Date)
Location:	Pune, India
Technologies:	Salesforce, Force.com, Apex, Visualforce, Trigger, Java

Description:

The Optimization Customer partner experience state aims to create efficient and effective customer relationship management by unlocking data silos and enabling a connected Operations team. Salesforce.com (SFDC) will serve as a unified platform to consolidate information, support efficient and scalable processes and new business model deployment.

Within SFDC, cases will be proactively managed through automated workflows, tasks and email notifications to the responsible agent. The program aims to be the first step towards building a unified approach to unlock vital information about customers across many channels, driving efficiency, savings and customer satisfaction.

Contribution / Highlights:

- Creating VF page, Apex Class, Trigger and Workflows.
- Case Queues Simplification and Optimization.
- Enhancement of case page optimization by writing apex class and Visualforce Page.
- Customized application with VisualForce.
- On call support to Client/Customers.
- Integration with Remedy.

Project 2:

Company:	Zensar Technologies
Title:	RTB (Run The Business)
Client:	Cisco Systems, USA.
Team Size:	18
Duration:	1.3years (October 2015 – December 2016)
Location:	Pune, India
Technologies:	Salesforce, Force.com, Apex, Visualforce, Trigger, Java

Description:

RTB is selected for the Customer Operations production pilot and is known for its intuitive user interface, as well as the fact that it is very straightforward to configure. For Customer Operations, this tool easily consolidates customer information so it can be accessed via one tool. In addition, since many other areas of Cisco are currently leveraging or beginning to leverage Salesforce.com, it allows the organization to consolidate the customer data into one location. Increase customer centricity by enriching existing customer data with captured contextual information (interaction history, service agreements).

Contribution / Highlights:

- Customization of the CRM application.
- Creating VF page, Apex Class, Trigger, Workflows and Process Builders.
- Designed application for multiple users.
- Completed this project in Salesforce declarative and customization.
- Customized application with VisualForce.
- Wrote Controller with Apex.
- Generated Reports and Dashboards.

Project 3:

Company: Zensar Technologies
Title: CISCO COMMERCE WORKSPACE (ORDER ORCHESTRATION)
Client: Cisco Systems, USA.
Team Size: 20
Duration: 9months (December 2014 – September 2015)
Location: Pune, India
Technologies: SQL and PL/SQL

Description:

It mainly focuses on bringing or integrating all the applications in one place known as Commerce Workspace. Order Orchestration is the vital portion of this as it does validation of an order and processes it to generate Sales Order number. This takes care of the Order cycle right from configuration of Products to validation of the order placed in order to generate Sales Order Number and in parallel displays real time status of the Order in View Status Tool. Notifies end customers and partners of the status of the order through Notification Tool.

Contribution / Highlights:

- Engage in emergency bug fixes for critical issues.
- Writing PL/SQL stored procedures and SQL queries.
- Production data fixes in PL/SQL (Toad).
- Analyzing bugs in the application and finding fix for technical defects.
- Client Interaction & coordination
- Handling various issues efficiently.

PERSONAL DETAILS

- **Date of Birth:** 25th July 1993
- **Permanent Address:** Flat no 303 Wing-A, Gurukrupa corner, Sainath nagar, Kharadi, Pune-411014.
- **Passport Number:** L7217088.
- **Languages known:** English, Marathi and Hindi.
- **Blood Group:** A+
- **Marital status:** Single
- **LinkedIn profile:** <https://www.linkedin.com/in/swapnil-melshankare-70737565>

DECLARATION

I hereby declare that the above-mentioned information is correct.

Date :

Place :

(SWAPNIL B MELSHANKARE)