

Shubhada Krishnat Jadhav



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Professional Experience: 4.4 years in IT.

Trainee and Associate Salesforce Consultant: From 2018 at Protegrity Pvt.LTD.

Salesforce Consultant: From June 2021 at Cloudaction Technologies Pvt.LTD.

Senior Salesforce Consultant: From January 2022 at Cloudaction Technologies Pvt.LTD.

Certifications:

- Java Developer FROM "Seed Infotech"
- Salesforce Certified Administrator (SCA)
- Platform Developer 1, Salesforce Certified
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant

Current Responsibilities:

Salesforce Development Summary:

- Analytics- Creating custom reports, creating dashboards, Creating report types
- Importing and exporting large volumes of data using Data Loader.
- Approval process & workflow Creation.
- Primary system administrator and application configuration expert for Salesforce.com
- Data cleansing, report/dashboard creation and marketing campaign technical support.
- Build and maintain workflow and validation rules, customization of page layouts and record types.
- Build and maintain user roles, security profiles, access rights and hierarchy structure.
- Translate end-user requirements into an easy-to-navigate front end process.
- Participates in continuous process improvement efforts related to the design and programming of functionality.
- Integrates SFDC with other third-party applications and data-driven processes.
- Maintains SFDC releases and upgrades to prevent user downtime.
- Support daily operations of a 100+ user system including maintaining users, profiles, Roles, security.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Proactively manage expectations of internal and external stakeholders around product roadmap, releases and priorities.

- Identify opportunity for process optimisation, process redesign, or development of new process/policies to reduce cost, improve quality or drive revenue growth through new functionality.
- Define the product strategy in collaboration to ensure alignment on company objectives & eBay Classifieds Group vision over the long and short term; take ownership and make decisions on priorities.
- Actively involve technology, UX, business stakeholders and other disciplines early and throughout the discovery and delivery process.
- Foster and maintain key relationships with local business, product, and technology leaders to ensure transparency and alignment around key priorities, milestones and integrations.

Project Details:

Worked on Admin and Development project.

- Lightning End to End planning and work with team to implement requirements by using Lightning components.
- Manage project delivery, meeting client expectation and to support client. Handle escalations for external and internal stakeholders.
- Define project scope, goals, risks, and deliverable to support Repeated and customer objectives in collaboration with senior management and stakeholders.
- Estimate the costs, resources and activities needed to achieve project goals to support the Business Development team in efforts to win new business.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Establish and maintain clear communication channels with client and senior management to ensure that vital project information is exchanged between the right people at the right time.
- Set and continually manage project expectations with team members and stakeholders; seek and identify opportunities to add value for the customer.
- Delegate tasks and responsibilities to appropriate personnel.
- Identify and resolve issues and conflicts within the project team.
- Identify and manage project dependencies and critical path.
- Plan and schedule project timelines and milestones using appropriate tools.
- Track project milestones and deliverable.

- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Proactively manage changes in project scope, identify potential concerns, and devise contingency plans.
- Define project success criteria and disseminate them to involved parties throughout project life cycle.
- Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work.

Salesforce Projects:

Sr. no 1	Project Name	Description
1	Opportunity Flow (Sales Cloud)	<ul style="list-style-type: none"> • The Screen Flow which collects the information of Contacts role, Partner Roles, Products and others in one process by asking questions in steps by using Visual Flow. • Calculating partner discount on opportunity line item. creating schedules. Developed custom discount matrix to get it approved by Director, CEO.
2	Service timecards	<ul style="list-style-type: none"> • Lightning process to submit multiple timecards in bulk. It is used to track day to day activity of the Employees. Created custom object, Created lightning components, used Apex triggers to accomplish the tasks.
3	ProposalForce Integration	<ul style="list-style-type: none"> • Lightning RFX management platform to track and store all coming RFP, RFI, RFQ.
4	Service Cloud	<ul style="list-style-type: none"> • An application that empowers companies to manage all customer information and conversations. • Created lightning components, used Apex triggers, Classes ,Flows to accomplish the tasks.
5	My.Protegrity portal Integration	<ul style="list-style-type: none"> • This Customer Portal where Customer Communicate with Organization with theirs queries
6	Partner Community	<ul style="list-style-type: none"> • Build a community for Partner Accounts to communicate with Organization which includes Contacts, Campaigns, Opportunity ,Cases etc. Created lightning components, used Apex Triggers ,Classes, Flows to accomplish the tasks.
7.	Servicenow to Salesforce migration project - Customer Community	<ul style="list-style-type: none"> • Build the Customer community for ST-engineering Satellite products where Customer can raise tickets, registers a care pack, download the software's and check knowledgebase and communicate with agents.
8.	Servicenow to Salesforce migration project – Data Migration	<ul style="list-style-type: none"> • Worked on Data-migration project. • Migrated case and attachments over 17millions records using Batch class with Rest Integration. • Worked on setting up service cloud, contract management, Customer Community cloud project delivered within tight deadline.

Technical Skills:

- **Salesforce Technologies:**

Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web Service, Visualforce Pages, Batch Class with REST integration

Visualforce Component and Controllers, Salesforce 1, Salesforce Communities, Chatter, Lightning Component(Aura),Service Cloud, Sales Cloud, Einstein Bot,Visual Flow.

- **Integration Tools:**

Workflows and Approvals, Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Roles, Security, Field updates, reports, Web-to-Case, Process builder, Community builder, Buttons and Actions.

Personal Information:

- **Date of Birth** : 8th August,1996.
- **Languages Known** : English, Hindi, Marathi
- **Contact Number** : +91- 8369973746
- **Residential Address** : 404, Unnati Elite chs.,Sec-3 , Karanjade(Old Panvel).

Educational Qualifications:

- Bachelor of Science in **Information Technology** from **Western College** of Commerce & Business Management (University of Mumbai), Navi Mumbai.
 - Passed with First class
 - Year of Passing: 2017
- Master of Business Administration in **Information Technology** from **Bharti Vidyapeeth** (Deemed to be University) ,Pune.
 - Passed with First class
 - Year of Passing: 2020

Awards and Others:

- Attended **Uddan Festival** held at Bharti Vidyapeeth Management College .
- Attended **Technocrat Festival** held at Western College.
- **Bright-Beginning** performance Award at LakeSide Infotech pvt.ltd.
- **Action Hero-Badge2** performance Award at CloudAction Technologies pvt.ltd.