Abhishek Pal

Mobile: +91 8299138265

Email: mr.abhipal2002@gmail.com

Education:

- **BN College of Engineering & Technology**   **Lucknow, UP**
  Bachelor of Technology - Computer Science   **2020 - 2024**
- **Aanandwan Inter College**   **Pratapgarh, UP**
  Intermediate   **2020**
- **Aanandwan Inter College**   **Pratapgarh, UP**
  Matriculation   **2017**

Technical Skills:

- Apex Trigger
- VS Code
- Java
- CSS
- VF page
- Apex Class
- Java script
- Lightning Flows
- Validation Rules
- HTML

Project:

Abhi Estate:

- Abhi Estate is a real estate company that provide shared workspaces for startups and services for other enterprises. They act as an agency/broker between the landlord and tenant. As part of their services they use a 3 rd party that look after all landlord/tenant queries and complaints.
- I used Account , Contact and Case statndard object and and also created landlord and tenant custom object. On Account object created record type for landlord and tenant.
- This project is totally based on service cloud that helps to landlord and tenant 24*7 live chat through knowledgebase.
- For distributing the case i used in this prject Omni channel and used ewscalation rule for esclating the cases.
- user raised case web to case and email to case.

Salesforce Administrator:

- Proficient in key Salesforce automation tools including Lightning Flow, Process Builder, and Approval Processes to streamline business operations and enhance productivity.
- Developed customized reports and dashboards that provided real-time sales insights, leading to a 15% faster decision-making cycle.
- Streamlined the lead qualification process with automation tools, increasing sales team productivity by 20%.
- Drove customer satisfaction by providing omnichannel support on Service Cloud, specializing in Live Chat and curating the Knowledge Base for self-service.

Academic Certification Program:

- Problem Solving (Basic) from HackerRank Certification Program.
- Participated in Quiz on 1971 war organised by Indian Army on MyGov platform.
- Attending the Building Netflix Clone using React workshop for five days. Attending the Java Programming & DSA course workshop for three days.
- Google Tag Manager Fundamentals Certification Program.
- Google Analytics for Power Users Certification Program.