***PROFESSIONAL SUMMARY***

* 4+ years of total Salesforce and Lightning experience.
* Liaison between Business owners for Developing Business Applications.
* Worked with business users and key business stakeholders for writing use cases in different functional areas.
* Managing team and delegating responsibilities and working in a Scrum environment.
* Hands on experience with Salesforce Customization, Pardot, Custom Objects, Custom Apps, Page Layouts, Validation Rules, Workflow Rules, Salesforce admin, Sharing Rules, handling Profiles, OWD, Hierarchy management.
* Hands on experience of automating processes using process builder and workflow, depending upon the use cases.

***PROFESSIONAL EXPERIENCE***

|  |  |
| --- | --- |
| **Client** | **Duration** |
| *Bunge* | *Sept 2022-Present* |
| *ACCO Brands* | *April 2022 - Aug 2022* |
| *Chervon* | *Jan 2022 – March 2022* |
| *FARO* | *June 2021-Dec 2021* |
| *Dormakaba* | *Jan 2021 - May 2021* |
| *Service Cloud Demo Setup  (Gyansys Internal)* | *Oct 2020 – Dec 2020* |

**Client:** *Bunge**Sept 2022-Present***Role: Salesforce Admin**

**Responsibilities:**

* Maintaining system
* Handling tickets and Salesforce Support to assist with troubleshooting and issue resolution.
* Working with the business to develop new enhancements in the system

**Client: ACCO Brands** *Apr 2022 - Aug 2022*

**Role: Pardot Consultant/ Salesforce Business Analyst**

**Responsibilities:**

* Analysis of existing Pardot Environment and setting up new Pardot Instance.
* Extensive Pardot migration between two orgs.
* Creating Forms, Form Handlers, Prospects, Custom Fields, E-Mail Templates, Automation Rules, Files and Campaigns.
* Involved in Smoke Testing.
* Creation of test scripts considering all possible scenarios.
* Managing team and delegating responsibilities.
* Thorough understanding and application of report types.
* Reports, Dashboards and joint reports for user data reference for client.
* Providing access through permission sets.
* Managing user stories, tasks, and issues.
* Involved in regular data analysis using excel formulae.
* Managing incidents on a regular basis on JIRA.

**Client: Chervon** *Jan 2022 – March 2022*

**Role: Salesforce Developer/ Consultant**

**Responsibilities:**

* Managing a team and working in a Scrum environment.
* Involved in building solution document for the client enlisting detailed steps and working of the features built.
* Working over Service Cloud and with Salesforce.com Standard objects namely Case, Email Message and User.
* Creating a custom solution for Email​ to Case.
* Defined multiple Validation rules to validate the data as per requirements.
* Created Email Templates, Auto Response rules and Email Alerts as per the requirements and built solutions accordingly.
* Designed multiple list views with appropriate filters to aid in correct routing of cases.
* Creating escalation views to show the escalated cases of respective case types.
* Assigning permissions to respective public groups and ousers.
* Deploying features to higher environments using change sets.
* Handling production support and hyper care.

**Client: FARO** *June 2021-Dec 2021***Role: Pardot Consultant/ Salesforce Business Analyst**

**Responsibilities:**

* Handling production support to assist with troubleshooting and issue resolution.
* Complete migration of Forms, Form Handlers, Prospects, Custom Fields, E-Mail Templates, Automation Rules, Files and Campaigns.

**Client: Dormakaba** *Jan 2021 - May 2021*

**Role: Salesforce/Service Max Consultant**

**Responsibilities:**

* Defining Test Cases, analyzing defects, interaction with team members in fixing bugs and User Acceptance Testing.
* Redesigning of Role Hierarchy.
* Involved in deploying the CRM tool Salesforce.com to include business requirement development, dashboard development, report & list view development, process flows and documentation.
* Generation of Reports for the users.
* Working with various ServiceMax objects like Checklists, Dispatch Console, Reports and Dashboards.
* Extensive working on User Management.
* Managing incidents on a regular basis on ServiceNow platform.
* Assigning permissions, regulating profiles and managing Reports and Dashboards.

**Client: Service Cloud Demo Setup**  *Oct 2020 – Dec 2020***Role: Salesforce Developer**

**Responsibilities:**

* Developing a viable solution to facilitate creation of cases from emails received from customers.
* Implementing Web-to-Case to facilitate creation of cases from forms filled on a custom website developed.
* Setting up Entitlements and Milestones to track SLA while resolving cases of assorted priorities.
* Setting up Work Orders.
* Managing user stories, tasks, and issues.
* Establishing relationships between Assets and Products.

***EDUCATIONAL BACKGROUND***

* B.tech ,Computer Science Engineering, SOA University.