Rajiv Mallick
Salesforce Developer

📞 +91-7003155868
🔗 www.linkedin.com/in/rajiv-mallick-81495213a
@ rajiv.mallick325@gmail.com
📍 Bengaluru, India

SUMMARY

Salesforce Developer with two plus years of IT experience and a strong focus on Salesforce administration. Skilled in configuring and optimizing the Salesforce platform, I bring expertise in Apex scripting and triggers to support seamless business processes. My Salesforce development and testing background ensures high-quality, efficient solutions tailored to complex organizational needs.

EXPERIENCE

Salesforce Developer
HTI (TCS)
📅 01/2024 - Present 📍 Bengaluru

- Monitored and optimized Salesforce performance to ensure peak efficiency and scalability
- Implemented Salesforce security measures such as profiles, permission sets, and field-level security
- Developed custom objects, fields,flows,triggers and page layouts to customize the Salesforce environment to meet customer needs
- Developed and implemented training and documentation for users, resulting in improved adoption and usage of Salesforce
- Debugged and resolved complex Salesforce errors, resulting in improved system stability and performance
- Enhanced system efficiency by 25% through workflow automation, significantly reducing manual processing time.
- Developed custom workflows, triggers, and Process Builder flows to streamline and automate key business processes.

Salesforce Administrator
Australia-based broadcasting company(TCS)
📅 06/2023 - 11/2023 📍 Bengaluru

- Performed administrative duties, managing configuration and troubleshooting tasks within Service Cloud.
- Managed subscriber data and streamlined Setup navigation to address user requests efficiently.
- Worked on reporting, user administration, data sharing, system customization, and data management.
- Created custom workflows, triggers, and Process Builder flows to streamline and automate business processes.
- Increased sales efficiency, resulting in additional revenue by customizing Salesforce dashboards.

Salesforce Administrator
Netherland Based Company(TCS)
📅 11/2022 - 04/2023 📍 Bengaluru

- Worked as an administrator, configuring and troubleshooting user requests in Marketing Cloud.
- Managed subscriber data and streamlined Setup navigation for efficient system performance.
- Worked on understanding reporting, user administration, and data sharing.
- Focused on system customization and data management processes.

EDUCATION

Bachelor of Technology in Computer Science and Engineering
College Of Engineering & Management, - Kolaghat
📅 08/2018 - 05/2022

- 8.67 CGPA

KEY SKILLS & EXPERTISE

Salesforce Admin | Salesforce Security

Process Automation | SOQL | Visualforce

Salesforce Einstein Analytics | Data Analysis

APEX | Gearset | OTRS | ServiceNow

MySQL | Python | Communication

CERTIFICATION

Salesforce Administrator (ADM-201)

Salesforce Associate Certification

Salesforce AI Associate Certification

PL/SQL Bootcamp(Udemy)

KEY ACHIEVEMENTS

Recipient of the Excellence Award
Recognized with the Excellence Award for outstanding performance in project delivery and commitment to company values.

Recipient of Customer Service Excellence Award
Recognized for exemplary service standards, awarded for achieving consistently high customer satisfaction and prompt issue resolution.

PROJECTS

TCS Internship
📅 11/2021 - 02/2022 📍 Kolkata

Acquired foundational Salesforce admin skills, learning essential configuration tasks like user setup, role hierarchies, and basic data management.

- Collaborated with mentors to troubleshoot and resolve Salesforce configuration issues, honing analytical and problem-solving skills.
- Developed a custom Salesforce application to manage product details, track sales, and monitor opportunities, enabling efficient product and sales data management

Web Development Internship
📅 03/2021 - 05/2021 📍 Kolkata

Completed a 3-month web development internship , where I gained hands-on experience in creating, designing, and maintaining websites.

- Designed and developed a responsive e-commerce website using HTML, CSS, JavaScript, and Bootstrap, ensuring optimal performance across devices.
- Incorporated user-friendly navigation and a visually appealing layout to enhance user experience.