

SOURAV HANUMANTJAGTAP

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Salesforce Administrator

PROFILE SUMMARY

I have a total of 2+ **years'** experience with specialization in troubleshooting user issues, Core work involves solving business problems by providing solution to recurring technical issues. Strong structured testing knowledge and thorough understanding of quality assurance testing applications and concepts. Skilled in gathering and analyzing business requirements, conducting process mapping, and identifying opportunities for system optimization and improvement.

KEY SKILLS

- Business Analyst, Documentation, Preparation of Mockups, [Salesforce.com](#), [Scrum](#),
- [Agile methodology](#), [User management](#), Sales Cloud & Service Cloud, Business Analysis,
- Requirements Gathering & Analysis, Preparing Business related documents.
- Salesforce setup, Configuration, Implementation, Customization, Administration,
- Data Migration, security and sharing rules implementation at object, field, and record level,
- SOQL, Custom Objects, Custom Reports, Dashboards,
- STLC, Salesforce ecosystem, Manual testing, Test reporting, and Bug tracking.

WORK EXPERIENCE

Company worked in	Role	Years
HCL Tech LTD.	Software Engineer	(Sept'2022 – Present)2.3 years

TECHNICAL EXPERTISE

SFDC Technologies	CRM, Standard objects/custom objects, Automation, Flows, Data loader, Reports, Dashboards, SOQL, Agile accelerator and JIRA, Salesforce Inspector, Apex, triggers, Workflow.
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EDUCATIONAL DETAILS

- BE in Information Technology |Savitribai Phule Pune University in 2019-2022.
- Diploma (Computer Science) |D Y Patil Ambi, Pune in 2016-2019
- Saint Meera Secondary Public School (10th) SSC in 2016.

AREAS OF SFDC EXPERTISE

- CRM Consultant IT Analyst, [Scrum](#), [Agile Methodology](#), Requirement Gathering,
- Epics and User Stories, eliciting requirements, Business case definition, Requirements writing,
- Requirements review, SIT, UAT, Effort Estimations, wire framing, Quality assurance.
- Profiles, Roles, Process Builder, **Flows**, Approval Processes, Assignment Rules, Reports,
- Dashboards, Integration, Service Cloud, and email to case, User management, and Service console.

LIVE PROJECT (Client)

Zimmer Biomet	
Role	Salesforce Administrator /IT Analyst
Environment	Sales Cloud, Service Cloud, Experience Cloud.
Description	Zimmer Biomet is a global leader in medical technology, specializing in orthopedic products and digital care solutions. They provide innovative joint replacement implants, robotic surgical systems, biologics, and digital platforms like my mobility to enhance musculoskeletal healthcare. Operating in over 40 countries, Zimmer Biomet is dedicated to alleviating pain and improving quality of life worldwide.
Responsibilities	<ul style="list-style-type: none">• Requirement Gathering from customer.• Defect management and reporting to technical team with complete analysis.• Responsible for writing and analyzing Business Requirement/Functional Documentation, Functional Documentation Diagrams.• Develop and execute test plans, test scripts, perform functional testing to validate configured solutions.• Doing software testing lifecycles with Agile.• Involvement in scrum call with team (Daily status call).• Responsible to manage the Releases and sprints plans.• Preparing the Mockups, Design test cases.• Responsible for doing the SIT, Sanity testing after development.• Worked on Jira (Agile Methodology) for Epics, User Stories.• Prepare the test cases for functional Testing and UAT.• Prepare the test efforts estimation, Defect management & test report etc.• Feasibility study for upcoming projects & enhancement.• Worked closely with the development team to customize, develop, design and manage ongoing system solutions to meet the organization's goals.

	<ul style="list-style-type: none">• Conduct User Trainings and actively support in the UAT to make sure the Developed application is as per the requirements.• Data management using Data Loader.• Maintain and develop the Custom objects, Custom fields, Custom tabs, and Validation rules, Approval Processes, User management, page layouts, path etc.• Managing data security like sharing settings, Profile level, Object level and Field level• Dashboard and report creation for managing services for different team.
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