



Pawan Gautam

Salesforce Administrator/Consultant with 5.3 years of relevant experience.

Current Designation: Assistant Manager - IT

Current Company: Genpact

Current Location: Noida

Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Change Management, Data Migration, Salesforce CRM, Salesforce, Triggers, Apex, Data Loader, Incident Management, Requirement Gathering, Business Analysis, Team Management, Team Leading, Client Relationship Management, SFDC

Total Experience: 5 Year(s) 3 Month(s)

Notice Period: 3 Months

Highest Degree: B.Tech/B.E. [ELECTRONICS AND COMMUNICATIONS ENGINEERING]

Verified : Phone Number | Email - id

Last Active: 22-Jan-21 Last Modified: 22-Jan-21

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Summary

Overall 5+ years of salesforce experience.

Good experience in configuring and managing salesforce security features such as user management, OWD, Sharing settings, Role Hierarchy, Profile and Permission sets.

Experienced in configuring automation processes using workflow rules, approval process and Process builder.

Experience in designing custom objects, fields, tabs, validation rules, object relationships, page layout, record types, various other components as per the client and application requirements.

Hands on experience on data migration tools such as dataloader, workbench.

Hands on experience on report and dashboard.

Good people management experience.

Experience related to deployments and change management.

Demonstrated skills and expertise in working with cross functional teams.

Excellent communication skills with ability to collaborate with multiple stakeholders.

Work Experience

Genpact as Assistant Manager - IT Apr 2019 to Till Date

Leading a production support team which handles issues raised and new enhancements related to multiple applications developed on salesforce platform.

Handling configuration issues and enhancements related to user management, fields, objects, page layout, approval processes, workflows, process builder, salesforce security.

Supporting applications related to financial domain which includes invoice management, helpdesk, exception handling, approval process.

Develop training materials and assist in training for salesforce end users.

Responsible for training and development of team members and mentoring them to take up higher roles and responsibilities.

Lead the team in creation of knowledge based portal which improves overall customer satisfaction and reduce frequent support connects around SOP based queries and recurring issues. This has resulted in decreasing the issues raised on Jira by almost 50%.

Prepare and present weekly reports to stakeholders.

Deploy changes from sandbox to production.

Handling Incident management and change management Process.



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

● **Skilliantech** as Salesforce Admin
Aug 2018 to Mar 2019

Third party payroll, worked on client(Genpact) location.
Worked on salesforce configuration related issues and enhancements.

● **Capgemini** as Associate Consultant
Sep 2015 to Aug 2018

Worked as salesforce admin and developer.

Involved and interacted with various business user groups for gathering the requirements for CRM implementation.

Worked on service cloud.

Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the user hierarchy.

Worked on Customization related enhancements such as changes related to Trigger, class etc.

Created Validation Rules, Workflow and Approvals for the flexibility and functionality of force platform application.

Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, record types.

Designed Live Agent Configurations and quick text for many markets.

Used Data Loader and workbench for insert, update, bulk import or export of data from Salesforce.com objects.

Worked on various salesforce.com standard objects like Cases, Accounts, Contacts.

Migrating changes from sandbox to production via change sets.

Administrated and monitored the company's Salesforce CRM application.

Worked on different app exchanges like Clicktools , Dupeblocker, SMSMagic.

Worked on application related issues raised on citrix remedy tool.

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Education

UG: **B.Tech/B.E (ELECTRONICS AND COMMUNICATIONS ENGINEERING)** from **Chandigarh Engineering College, Chandigarh** in **2015**

Other Qualifications/Certifications/Programs:
salesforce certified Administrator
Salesforce Certified Platform Developer 1

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IT Skills

Skill Name	Version	Last Used	Experience
APEX			0 Year(s) 0 Month(s)
SALESFORCE CRM			0 Year(s) 0 Month(s)
SALESFORCE			5 Year(s) 3 Month(s)
CHANGE MANAGEMENT	0		0 Year(s) 0 Month(s)
Team Leading	0		2 Year(s) 0 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓
Hindi	Proficient	✓	✓	✓
Punjabi	Proficient			✓

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Projects

● Project Title: CEC - Consumer Engagement Centre
Client: **Unilever**
Nature of Employment: **Full Time**

Duration: **Mar 2016 - Till Date**
Onsite / Offsite: **Offsite**

Project Details: This project is to customize Salesforces service console which is used by the Unilever customer care call center agents. This app is used globally across all the markets.

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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