**Alok Kumar Singh**

**** : alok.singh1665@gmail.com

 : [alok.singh91@hotmail.com](mailto:alok.singh91@hotmail.com)

 **:** [linkedin.com/in/alok-singh-7a04897a](https://www.linkedin.com/public-profile/settings?trk=d_flagship3_profile_self_view_public_profile&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_self_edit_contact_info%3BmAso1rE9QQKd4vUJ8DFTRQ%3D%3D)

 **:** +91 7017265418

+91 9897434531

Summary:

Strategically-minded sales force Administration expert capable of working independently and as part of a diverse team to customize Saleforce.com environments. Organized and logical professional able to quickly yet concisely understand department of data provision solutions.

**Highlights:**

* Proficiency in SFDC Administrative tasks includes creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events
* Skilled in in customizing standard objects like **Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns** and **Custom objects** as per client’s need.
* **Manage users, Public Groups, Profiles, and Roles** within the Sales force CRM; this involved designating access to the applicable user within the role hierarchy.
* Performed **Validation Rules, work flows**, **e-mail services** and approval processes.
* Defined object and field level security.
* Skilled in **Data Migration** using **Data** **Import Wizard**
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Sales force **custom objects, Junction objects, master-detail relationships** and **lookup relationships.**
* Extensive experience in lead, case management, **web-to-lead, Web-to case, Email-to-case**
* Designed various **HTML Email templates** for **Auto-Response** to customers
* Skilled in generating custom **reports and dashboards**
* Possess comprehensive understanding of CRM business processes like **Campaign, Lead, Account and Case Managements, Forecasting, and Call Center**
* Proficiency in installing **App Exchange** applications
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem solving skills
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
* Understanding of workflows and process.
* Knowledge of **SOQL, Visual force, Apex, Trigger.**

Experience Summary:

**Total Experience 2.6 Year**

Project Engineer 2.6 Year

Contact Details:

Address: Royal Apartment 10, Front of shell petrol pump,

Hinjewadi, Pune 411057.

Email: alok.singh1665@gmail.com

Mobile: +91 7017265418/ +91 9897434531

Gender: Male

Date of Birth: 25th October 1991

Current Location: Pune (India).

Experience:

**June 2015-Till Now**

**Wipro India Ltd., Pune**

**Project:** Vodafone India Pvt.

**Designation:** Project Engineer

**Project Skill:**

Custom Integration: Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects ,Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, App Exchange Package & Custom Application and Sandbox data loading.

Force.Com Tools: Data loader.

IDE: Eclipse. Apex Data Loader

Technologies: Apex, Visual Force, JavaScript, Html

**Responsibilities:**

* Analyzed requirements, Involved in the development of all modules.
* Customized different page layouts and assigned them for different profile users
* Customized tabs for among different business users groups and centers.
* Creating Work flow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
* Schedules the reports, dashboards for management and all the department heads by emails.
* Designed various Webpages in Visual Force for functional needs  
  within Sales force
* Using SOQL And SOCL queries

**Project:** Telstra Australia Pvt.

**Project Skill:**

**Project Skill:**

* Database: Oracle 10g, SQL Server 2008
* Languages: SQL, PL SQL, Manual Teasing, Functional Testing
* Operating Systems: Windows95/98/2000/NT, MS DOS, UNIX
* Other Tools: TOAD, SQL Loader, SQL Plus, Query Analyzer
* Tool: Telerix, Lipton,

**Responsibilities:-**

* Design and testing data architecture for Business Online Reporting System.
* Test strategy and test cases for functional testing.
* Following SDLC and Agile methodologies.
* Creating logical and physical model.
* Developing, procedures, functions, triggers, views.
* Designing and creating SSIS packages to extract, transform and load data from mainframe files and ORACLE database.
* Designed and implemented Warehouse.

.

Consultative Skills

* Strong listening skills
* Strong facilitation and consensus building skills
* Process focused

Leadership Skills

* Take ownership for achieving objectives
* Motivator and strategist
* Know how and when to get into details to solve issues.
* Direct others to achieve objectives
* Problem solver

Education:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **EXAM.** | **BOARD/UNIVERSITY** | **SCHOOL/COLLEGE** | **PERCENT**. | **YEAR OF PASSING.** |
| PG-Diploma in Advance Software Development Methodologies | C-DAC | C-DAC ACTS, PUNE **Center DELHI** | 7.78 | 2014 |
| B.E. | CSA University Kanpur(U.P) | Dr. Bhem Rao Ambedkar CSA Kanpur(U.P). | 72 | 2013 |
| 12th | U.P | Sri Ekarshanand inter collage Mainpuri(U.P) | 52 | 2008 |
| 10th | U.P | Sri Ekarshanand inter collage Mainpuri(U.P) | 66.66 | 2007 |

Professional Certifications:

* **PG-Diploma in Advance Software Development Methodologies at** C-DAC ACTS, PUNE **Center DELHI** with CGPA **7.78 in 29th September 2014.**
* **ITIL certified in IT Service Management f**rom **Axelos at 8th October 2016.**

Interests:

Computers, music, badminton, table tennis.

Personal Dossier:

Father Name: Mr. Rajendra Singh

Mother Name: Mrs. Vijay Kanti Devi

Permanent address: Near Railway Station Kharagjeet Nagar Manipuri (U.P).

Declaration:

I hereby declare that above mentioned details are correct and complete to the best of my knowledge.

Place: Pune Alok Kumar Singh