

Hemant

Salesforce Administrator

**Address:** Shipra Sun City, Indrapuram, Ghaziabad, 201014

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|  | Profile Synopsis |  |
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**Certified Salesforce Administrator (ADM 201)** with good experience in handling a variety of Salesforce administrative tasks including but not limited to profiles, roles, security, workflows, validation rules, custom objects, reports, and dashboards. I’ve strong technical &functional expertise in creating custom objects and fields- using App Exchange to develop custom business logic. Skilled in defining and creating custom reports- using function analysis to determine which fields are necessary for various level reporting. I possess excellent communication & analytical skills with ability to analyze and solve complex problems within defined timelines. Besides, in my spare time, I enjoy dancing and playing sports that have helped me gain skills such as time management, focus and mental toughness to perform well under pressure.

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|  | Experience | |  |
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| **Employee:** Branch  **Role:** Salesforce Consultant  **Duration:** Oct 2019 – Present  **Responsibilities:**   * Created various profiles and configured permissions for the business users according to the organizational hierarchy. * Established, maintained & enhanced security, using profiles and role hierarchy. * Demonstrated out of the box Salesforce capabilities and proposed business process changes to take full advantage of Salesforce capabilities. * Designed, documented, built, tested and deployed enhancements to Salesforce instance * Experience in data migration through change set. * Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files. * Created Validation Rules, workflow rules, email alerts, and filed updates to implement business logic.   **Employee:** CCC Infotech Pvt. Ltd.  **Role:** Salesforce Administrator  **Duration:** Jan 2018 – Sep 2019  **Responsibilities:**   * Administration of the Salesforce environment; responsibilities include maintaining and customizing users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions * Expertise in designing and implementing new Salesforce objects workflow rules, custom layouts and business logic to improve user experience without altering the underlying rules. * Interface with end users to understand feature requirements and/ or address support issues and work collaboratively with our Analyst and Development teams on more complex requests & issues. * Experience in Solution design, Client management, Client Demo * Experience in Improving the overall data quality of one place through regular data cleansing, merging duplicate contacts, standardising and resolving data discrepancies  |  |  |  | | --- | --- | --- | |  | Internship |  | |  |  |   **Employee:** Vodafone  **Role:** Trainee  **Duration:** Jun 2016 – Aug 2016  **Responsibilities:**   * Assist with day to day operations of the administration functions and duties. * Process documentation and prepare reports relating to personnel activities. * Collected the database of the customers * Supported in managing collaterals and updating repository * Coordinated in various marketing methods including, direct mail, print ads, networking, internet, and social media activities | | | |
|  | Education | |  |
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| Bachelor in Business Administration   * JIMS, Jagannath University (2014-2017) | |  | |

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|  | Declaration |  |
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I hereby declare that the information furnished above is true to the best of my knowledge.

**PLACE:**

**DATE:**