

# BHAKARE NAVNIT

## Salesforce Professional

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Pune

### Career Objective:

- To be part of reputed organization, which provides a steady career growth along with job satisfactions, challenges, and give valuable contribution in the success of organization

### Professional Summary:

- 2 + years of hands-on experience in Salesforce Administration and CRM Analytics at Infosys. Skilled in managing data operations, automating business processes, configuring Salesforce features, and supporting end-users. Strong understanding of Salesforce CRM, with basic development knowledge including SOQL and SOSL. Experienced in creating reports and dashboards to support data-driven decision-making. Adept at maintaining data accuracy, managing user access, and troubleshooting issues using tools like Salesforce Inspector and Workbench. Known for delivering high-quality client support and ensuring smooth system performance.

### Work Experience:

#### Infosys, Pune

03 October 2023 | To Present.

### Project Details:

**Project name** – Aetna, HealthCare Domain

**Role:** Sr. Client Salesforce Support Associates      **Technology:** Salesforce

#### Responsibilities:

- Imported and exported large volumes of data using **Data Loader** and **Data Loader.io**, including preparing CSV files, mapping fields, and resolving errors during the process.
- Performed **insert, update, delete, and upsert** operations on Salesforce records to keep data clean and accurate.
- Maintained **data quality** by identifying and removing duplicates, validating imported data, and correcting mismatches.
- Used **SOQL** and **SOSL** queries through **Workbench** and **Salesforce Inspector** to retrieve and analyze data for reporting and troubleshooting.
- Configured and customized Salesforce setup including **objects, fields, page layouts, record types, and validation rules** based on business requirements.
- Designed and implemented **workflows, approval processes, and automation rules** to improve user efficiency and enforce data standards.
- Managed **user accounts, profiles, roles, and permission sets** to control data access and ensure proper security settings.
- Supported **CRM Analytics** activities by generating reports and dashboards to help teams track performance and make data-driven decisions.
- Created **custom reports** and visualizations to provide insights on sales, service, and user activity within the CRM system.

- Provided **Level 1 technical support** for Salesforce users, solving basic issues and escalating complex problems to the technical team.
- Assisted with **software releases**, system updates, and testing activities to ensure smooth deployment.
- Supported **EPUB application** used in production for business operations.
- Interacted with clients via calls and emails to resolve queries, guide them on system usage, and ensure high-quality support.

## Technical Skills:

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- **Salesforce Administration:** Custom objects, fields, page layouts, record types, validation rules
- **Automation:** Workflows, approval processes, process builder
- **User & Security Management:** Roles, profiles, permission sets, sharing rules
- **Data Management:** Import/export (Data Loader), data cleansing, deduplication
- **Querying & Tools:** Basic SOQL/SOSL, Salesforce Inspector, Workbench
- **Reporting & Analytics:** Reports, dashboards, basic CRM Analytics support
- **Technical Support:** L1 support, issue escalation, system monitoring, release support
- **Client Support:** Call/email handling, issue tracking, SLA compliance
- **Tools & Applications:** EPUB support, MS Excel, Power BI, PowerPoint, Apex Data loader, Apex Explorer, Force.com IDE, Agile Methodology, Jira

## Certification:

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- Certified **Salesforce Agentforce Certificate**.
- Certified **salesforce AI Associates**
- Certification of **Salesforce Platform Developer 1**

## Achievement:

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- **Spot Award:** Acknowledged for exceptional performance and proactive contributions to project objectives. Consistently recognized for exceeding expectations and delivering outstanding results

## Qualification:

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- Completed **bachelors of science from** Dr.PDKV University, Akola.
- Master of science in computer applications (perusing)

## Declaration:

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

Place: Pune  
Date

**Bhakare Navnit**

