BHAKARE NAVNIT

**Salesforce Professional**

# Career Objective:

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Pune

* 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:

* **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:

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

**Achievement**:

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

# Qualification: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

# Declaration: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Place: Pune **Bhakare Navnit**

Date