Mayur Nageshwar [mayur.3490@gmail.com](mailto:mayur.3490@gmail.com) EMAIL +919423131772 MOBILE

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------------------------------------- **PROFESSIONAL SUMMARY** ---------------------------------------

* Expertise in Salesforce CRM administration with Total 2.10+ years of experience.
* Extensive Knowledge of Salesforce.com implementation cycle in Sales, Service cloud, Wave Analytics.
* Experience in using Salesforce Lighting.
* Knowledge of Marketing Cloud.
* Experience in deployment from sandbox to production Environment.
* Proficiency in creating custom objects, page layouts, Email services, Approval process, Workflow rules, Validation rules, Process builder reports and Dashboards.
* Experience in performing task using Salesforce lighting.
* Experience in data exporting and importing using Import Wizard and Apex Data Loader.
* Test and QA of enhancements/changes using sandbox
* The ability to move code from sandboxes to production environment
* Have Good Working in querying Salesforce.com database using SOQL and SOSL queries using Force.com

--------------------------------------------- **HIGHLIGHTS** ------------------------------------------------

|  |  |
| --- | --- |
| * Sales Cloud * Service Cloud * Wave Analytics * SFDC Lighting * Process Builder * Reports & Dashboards * Mange Users & Opportunities * Security, Role, Sharing Rule & OWD | * Sandbox * Deployment * Page Layout * Custom Objects * Custom Formula Fields * Data Type & Record Type * Communication Template * Custom Report & Dashboard |

------------------------------------- **CERTIFICATIONS &TRAININGS** ------------------------------------

* Salesforce Administrator Certified (ADM201)
* Salesforce Platform Developer I Certified
* ITIL Foundation Certified

---------------------------------------- **EMPLOYEMNT DETAILS** ----------------------------------------

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* Salesforce Administrator in Maersk Global Service Centre from 27th June 2016 to till date

-------------------------------------- **PROFESSIONAL EXPERIENCE** -------------------------------------

**Maersk Global Service Centre**

**Sr. Associate Pune**

**Salesforce Administrator** 27th June 2016 to Current

Administering for Maersk Line across 17000+ users over globe thus managing Salesforce from Administration side. Responsible for managing Salesforce users, Permission sets, roles, workflow rules, Page Layouts Modifying objects and etc.Managing Sales Cloud, Service Cloud (Case Management), Wave Analytics and Marketing Cloud from administration side

**Responsibilities:**

**Maintain User**: Troubleshooting user access and visibility issue on a regular basis.

**Analyze Security Requirement**: Creating or Modifying Role, Profile, Sharing Rule, Permission set, page layout, setting OWD etc., as per requirement to apply appropriate security controls, which where earlier in a disarranged state from initial org setup by child organization (DAMCO, SEALAND, SEAGO, SAFMARINE, MCC)

**Data Management**: Migrating the data using Data loader, performing data import, Update, Export and Deletion.

**Process Automation**: Automated 80% of manual process using declarative tools like Workflow, Process Builder, Approval process and Formulas thus reducing significant manual effort across all our internal teams.

**Deployment**: Deployment from sandbox to production Environment using Change set.

* Developing and configuring salesforce.com application based on the user needs.
* Providing the data visibility by providing correct Role, Profile and Permission set.
* Creating Reports and Dashboards as per the customer requirements.
* Creating Process Builder, Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Managing account and sales owner through Territories Management.
* Testing the functionality in the Sandbox.
* Deployment.
* Documentation.
* Resolving the users SFDC issue.
* Troubleshooting.

------------------------------------------ **ACHIEVEMENTS** -----------------------------------------------

* Going Extra Miles Award
* Employee Of The Month

------------------------------------------ **TECHNICAL SKILLS** --------------------------------------------

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| --- | --- |
| * C, C++ * JAVA * HP Quality Center * MYSQL, MS-SQL SERVER | * SALESFORCE.COM * WINDOWS, UNIX, LINUX(Operational Knowledge) * MS OFFICE |

---------------------------------------------- **EDUCATION** -----------------------------------------------

MCA from Pratibha College of Business Management in 2015(First Class), Pune University

BCA from HJES College of Management & Computer Science in 2012 (First Class), Amravati University

12th from Amravati Board in 2009 (Second Class)

10th from Amravati Board in 2007 (Passed Class)

-------------------------------------------- **PERSONAL PROFILE** -------------------------------------

Name : Mayur Sharad Nageshwar

Father’s Name : Sharad B. Nageshwar

Marital Status : Single

Nationality : Indian

Hobbies : Playing Football, Travelling, Watching Movies, Skating

Strength : Self motivator, Adaptive, Team Player, Dedicated towards work.

Permanent Address : Gopi-Krishna Park, Wadgaon Road, Yavatmal – 445001

Phone No : 9423131772

Date of Birth : 03rd April 1990

------------------------------------------- **Declaration** -----------------------------------------

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place:** Pune, INDIA **Mayur Nageshwar**