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**Ishar Singh**

**Salesforce Certified.**

**Contact +91-7972236885**

**Email:** **isharsingh007@gmail.com**

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| **Objective** |  |
| **A Salesforce Consultant creative, dedicated seeking a full time, permanent position with advancement opportunity within a company, which will utilize and further enhance my knowledge in IT.**  |

**Experience: 4 Years in Salesforce**

* Excellent Communication and Inter-personal skills, flexible and versatile to new environments.
* Worked on creating Validation rules and Workflows for different standard and custom objects to validate business data and logic respectively
* Have good working Knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Requirement gathering and gap analysis.
* Experience in SFDC development Using Apex class and Triggers.
* Extensively worked on Automating business process (Workflows, Process Builder, Lightning Flow)
* Configured Object, Field and Record Level Security using Profiles and Roles.
* Ability to configure Salesforce.com based on stated business requirements
* Proficiency in SFDC Administrative tasks like creating, Profiles, Roles, users, Page Layouts, Workflow, Validation rules, Reports, Dashboards Tasks and actions.
* Worked on creating Validation rules and Workflows for different standard and custom objects to validate business data and logic respectively
* Hands on working experience on Data Import Wizard/Data Loader.
* Hands on working experience on Workbench.
* Extensive experience on Salesforce.com application configuration and administration
* Excellent in Lightning Flows to automate the process.
* Transforming requirements into Technical documents.

**Current Company and Educational Qualification and Certifications:**

* Working as Application Development Senior Analyst in Accenture Solutions Pvt Ltd from Nov 2019 to till date.
* Worked as Senior Technical Support Executive in Zensar Technologies Pvt. Ltd from Sep 2018 to Nov 2019.
* Worked as Senior Technical Support Executive in Zensar Technologies Pvt. Ltd from. Aug 2015 to May 2018.
* Completed Certification of Administrator.
* Completed Certification of Platform Developer I
* Master of Computer Science (M.C.S.)
* Bachelor in Computer Science (B.C.S.)

**Project Summary:**

**Project#1**

**Project Name : RTB**

**Client Name : CISCO**

**Technologies : Salesforce, Force.com, Apex, Trigger, Service Cloud**

 This project RTB is selected for this Customer Operations production pilot and is known for its intuitive user interface, as well as the fact that it is very straightforward to configure.

For Customer Operations, this tool easily consolidates customer information so it can be accessed via one tool.  In addition, since many other areas of Cisco are currently leveraging or beginning to leverage Salesforce.com, it allows the organization to consolidate the customer data into one location.

 **Roles & Responsibilities:**

* Identified and documented business requirements.
* Designed, implemented, tested, and documented code, configuration.
* Creating reports and dashboards
* Debugging issues. Supporting the end users after deployment.
* Creating Apex Class, triggers,Batch Apex and Workflows for Business Automation.

 **Project#2**

**Project Name : Customer partner experience**

**Client Name : CISCO**

**Technologies : Salesforce, Force.com, Apex, Trigger**

The Customer partner experience state aims to create efficient and effective customer relationship management by unlocking data silos and enabling a connected Operations team.  Salesforce.com (SFDC) will serve as a unified platform to consolidate information, support efficient and scalable processes and new business model deployment.

The platform will ensure that convergence of Web 2.0 interactions between Cisco and its Customer and Partners is captured, acted upon and logged in order to refine how the organization operates.

Within SFDC, cases will be proactively managed through automated workflows, tasks and email notifications to the responsible agent. The program aims to be the first step towards building a unified approach to unlock vital information about customers across many channels, driving efficiency, savings and customer satisfaction.

**Roles & Responsibilities:**

* Creating Apex Class, trigger and Workflows
* Case Queues Simplification and optimization
* Process Automations Using WF, Process Builder
* Deployment through change set.
* Debugging issues on PROD and UAT.
* Data management using Apex Data Loader and Import Wizard

**Project #3**:

**Project Name : SFDC implementation**

**Client Name : IDFC First Bank Ltd.**

**Technologies : Salesforce, Force.com, Apex, Trigger, Sales Cloud**

Due to merger between IDFC Bank and Capital First Bank there is need for IDFC to move on to Salesforce as Capital First is already on Salesforce CRM for a unified CRM platform. We are implementing SFDC CRM for IDFC First Bank.

**Role and Responsibilities:**

* Gathering requirements and collaborating with team and solutioning it on technical ground.
* Designed, implemented, tested, and documented code, configuration.
* Data management using Apex Data Loader and Import Wizard
* Excellent hands on experience on Lightning Flows to automate process.
* Customization of the Profile, creation of custom objects, custom fields, Formula fields as per requirement.
* Creating Workflow Rules, Tasks, Email Alerts.
* Created SOQL & SOSL for data handling using platform database objects.
* Hands on experience in deployments through Devops

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| Personal Information |  |
| Date of Birth | 28-05-1994 |
| Languages Known |  Punjabi, Hindi, English. |
| Gender | Male. |
| Strength | Lifelong learner, Honesty, Hard-Work, Leadership. |
| Address | Row House No.5, Near ZP school, Lohegaon-Wagholi Road, Lohegaon, Pune-411047. |

Declaration:

I hereby declare that the above written particulars are to the best of my knowledge and belief.

Date:

Place: Pune

 Mr. Ishar Singh