

CONTACT

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OBJECTIVE

Seeking an opportunity to enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

SKILLS

- Domain: SalesforceCloud - Salesforce tools: Salesforce Classic/Lightning Lightning Application Apex CustomControllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, LWC, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Flows, Reports and Dashboards. Framework and languages: Salesforce Classic and Lightning Framework, Java, SQL, HTML

EXPERIENCE

Jan 2013 - Nov 2014

- Tata Consultancy Services**

Service Max Development

WORK EXPERIENCE:

Assignment Number 1 (Jan 2013 to Nov 2014)

Position: Service Max app installed on Salesforce.com platform.

Technologies/Tools: Service Cloud, Data Loader

Roles and Responsibilities:

- Analyzed requirements, Involved in the development of all modules.
- Customized different page layouts and assigned them for different profile users.
- Created new Custom Objects, Custom Tabs, Custom Fields, Page Layout, Custom Report Types, Email Templates, process automation using Workflows, Process Builders and Approval Process according to business needs.
- Developed Process builder for technician to track the total time travel to complete the work order.
- Worked on SFM transaction.
- Customized dispatcher console view.
- Worked on Service Max Mobile app.

Dec 2014 - Jan 2017

- **Tata Consultancy services**

Systems Engineer

Assignment Number 2 (Dec 2014 to Jan 2017)

Technologies/Tools: Service Cloud , Data Loader

Roles and Responsibilities:

- Responsible for ensuring streamline working of the system, escalating issues found, communications with integrated system support teams for the problem resolutions.
- Designed, developed and Deployed Apex Triggers, Apex Classes, schedulable apex, batch apex, Visualforce Pages and Controller Classes for various functional needs in the application.
- Created Workflow Rules and Processes in Process Builder and defined related tasks, time-triggeres, email alerts, field updates, outbound messages, etc. to implement business logic.
- Created and managed Custom Settings, Custom Metadata Types, Custom Labels, Custom Report Types and Translation Workbench.
- Created Email Templates and ServiceMax Reports (Output Docs) using HTML, JavaScript and CSS.
- Created Profiles, Roles based on Organization Role hierarchy, Permission Sets, implemented Record-Level and Field-Level Security and configured Sharing Settings.
- Created Custom Objects, Custom Tabs, Record Types, Custom Fields, Customized Page Layouts, Validation Rules, Reports and Dashboards.
- Extensive hands-on experience on Salesforce configuration/admin
- Collaborated work on migration on the classic to light
- Proficient in Administration, Configuration, Implementation,
- Lightning, visualforce and support experience using Salesforce platform.

- Sound knowledge and expertise of working on Salesforce Customizations , Security Access, Workflow Approvals, Data Validation, data utilities.

EDUCATION

2012

- **Rajarambapu Institute Of Technology**
BE Computer Science and Engineering
68.74%

2008

- **New College Kolhapur**
Higher Secondary education 12th
Total:84.83% (PCM:91.33%)

2006

- **Sangrul Highschool Sangrul**
Secondary school certificate
Total:85.60%

PROJECTS

- **B.E Project: Peer to Peer secure backup**
Position: Java Developer
Technologies/Tools: Eclipse, HTML, JSP, Servlets and Struts framework.
Roles and Responsibilities:
 - My role in this project was to implement and analyze the requirement.
 - Enhanced code in java as a Developer.

ACHIEVEMENTS & AWARDS

- •Stood 2nd in District in 4th standard Scholarship Exam. •Obtained the Certificate of INFOSYS Campus connect soft skill program with 'A' grade. •Worked as member of CSESA and as cricket captain for CSE department. •Awarded on the SPOT award twice.

INTERESTS

- Travelling
- Playing Cricket
- Reading Books

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge.

Date:

Place:Mumbai

Vikram Kasote