

Durgesh Virkhare

Salesforce CRM BA/Administrator

Certified Salesforce Administrator App Building and Analysis knowledge since 2+ Years with having Overall 10 Years of experience in CRM Configuration and Implementation, Strong knowledge of Salesforce.com, Apex, DataLoader as well as Data Elicitation, BRD, Brainstorming, pursuing PLCP- Project Lead Certification, Business Analyst Certification, looking forward for Sales force Business Analyst / Administrator in SFDC.



✉ durgesh.virkhare@gmail.com

☎ 9373906735

📍 Nagpur, India

WORK EXPERIENCE

BA/Administrator

Wipro Limited

08/2019 - Present,

Mumbai, India

Managing Salesforce Automation Project for FMCG based Company Parle Agro Pvt Ltd. Customer

Collaboration over contract Negotiation.

- Managing cross functional activities for the Salesforce Business growth and analyze business operations and problem-solving operating efficiency combined 140 Manpower performances on Daily Basis.
- Assist the Project Manager for Resource and capacity planning for Project.
- Supporting to develop cloud application and Software Quality to ensure optimal progress in SFDC and product stability to End User.
- Coordinate with the Stakeholder to gather requirements and manage Expectations on Dashboard, Matrix, and Compliance Measurement matrix.
- Coordinate with stakeholder's Hierarchy and MIS/MDM team to standardize Data into SFA .
- Knowledge of Wipro's Legacy Application like Velocity-Q, Digi-Q, Confluence in Agile Framework.

CRM Consultant

Glob tier Infotech Pvt Ltd

03/2015 - 08/2019,

Noida, India

Lead CRM, Mobility deployment and News page for the Client Honda Pvt Ltd, Kellogg India Ltd, and Reckitt and Benckiser Company.

CRM and Mobility Lead

- Worked as CRM Configurator for Advance sterilization Product.
- CRM Implementation services and general consulting such as Training, Functional Consulting, Troubleshooting and Technical support to diverse community of educated Client employee's
- Analyze allocated Task and understand BRD.
- Gain Customer Approval for Data Migration Plan,

CERTIFICATES

- Project Lead Certification (05/2022)
- Salesforce Admin App Building Certification (06/2023)

EDUCATION

Study Program

K.L. College

06/2004 - 05/2008,

- Graduate

SKILLS

Business Analysis



Apex



App Building / Data Loader



Agile



CPQ



VOLUNTEER EXPERIENCE

DMS Consultant

Prime connect Infotech Pvt Ltd

12/2012 - 01/2015,

Pune, India Tasks/Achievements

- Managed Roll Out for the DMS Project to Client Force Motors Pvt Ltd
- Lead Team to Configuration of DMs to the Client and Partners Location and Perform Training on Live Server to BU.

LANGUAGES

Marathi

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

English

Native or Bilingual Proficiency

French

Elementary Proficiency

INTERESTS

Counselling

Writing

Problem solving