



Ritesh Kumar Singh

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Date of birth: 04/07/1982 **Nationality**: Indian

ABOUT ME

[31/10/2013 – Current] **2 X Certified Senior Salesforce Administrator/DevOps Engineer**

9+ years experienced **Salesforce Certified** IT Professional. 5.5 years experienced result-oriented **Salesforce Administrator / Salesforce DevOps Engineer / Salesforce BA** possessing a proven track record of team player to ensure effective Salesforce Administration & Integration. Highly skilled at deploying Agile practices to optimize processed & spearheading all aspects of Salesforce like system integration, 3rd party application, AppExchange, etc. Organized problem solver with strong technical ability to partner with leadership, Sales, Marketing, Support and other important teams to maximized operations and interactions.

WORK EXPERIENCE

[13/10/2019 – Current] **Senior Salesforce Administrator/Lead**

Freelancer

City: Bengaluru

Country: India

1. Worked as Senior Salesforce administrator.
2. Handling/Resolving **ServiceNow** Tickets and **Azure DevOps** items within specified SLA.
3. Troubleshooting Production issues.
4. **Copado** configuration and Operations.
5. Build Azure **DevOps** pipeline for deployment.
6. Taking care of Release Management process.
7. Deployment of code changes and configuration changes to various environments using **Copado** and **Azure DevOps**.
8. Creation and Maintenance of **Sandboxes**.
9. Monitoring **Org health** and **Release updates**.
10. Conducting Salesforce corporate training to various organizations/ partners.
11. Data migration from **SQL Server** to Salesforce using **Data loader**.
12. Deployment of code changes and configuration changes to various environments using **Azure DevOps**, **Change set** and **ANT Migration tool**.
13. Creation of **Pipelines** for code delivery and responsible for Code Merge Back to various branches.
14. Creation and Maintenance of **Sandboxes**.
15. Monitoring **Org health** and **Release updates**.
16. Migration of CRM (Complete Solution including Data) from Legacy system to Salesforce.
17. Integration of third-party applications (**Outlook**, **DocuSign**, **Ring central**, **Calendly**, **Conga Composer** etc.) with Salesforce.
18. Conducting Salesforce corporate training to various organizations.
19. Testing and User manual design of Salesforce Product/s.

[10/07/2018 – 08/10/2019] **Senior Software Engineer**

Tech Mahindra Limited

City: Bengaluru

Country: India

- Worked as **Salesforce administrator and Tech Support** and handled a team of five for **Service Cloud**.

- Support and Handle login issues of users from 50+ markets.
- Conduct **training sessions** on Service Cloud for new markets and its users.
- **Data migration** from old database to new Salesforce instance using apex **data loader/workbench**.
- Administration and Support of the Salesforce environment. Responsibilities include customizing and implementing **Profiles, Roles, Security settings, Sharing rules, Custom objects, Custom fields, Page layouts, Workflow, Validation rules, Approvals, Dashboards, Reports, Process Builder, Einstein Activity** etc.
- Integration of Social Accounts between Social Studio and Service cloud for smooth case handling from **social media** (Facebook, Instagram, Twitter).
- Configuration of **Live chats** and **Contact Us** pages.
- Help users to develop or fine-tune reports so they yield meaningful metrics.

[14/09/2016 – 19/06/2018]

Consultant

Capgemini

City: Bengaluru

Country: India

- Deployment of codes using **Change set, ANT, Workbench, Git, Jenkins**.
- Data migration from old database to new Salesforce instance using apex data loader.
- Administration of the Salesforce environment. Responsibilities includes customizing and implementing profiles, roles, security settings, sharing rules, applications, custom objects, custom fields, page layouts, workflow, validation rules, approvals, dashboards, reports, etc.
- Development of **Apex Classes, visual force pages, triggers** and **test classes**.
- Development of **Batch apex** and **scheduled apex**.

[31/10/2013 – 30/08/2016]

Development Engineer

Dignity Software

City: Delhi

Country: India

1. Worked as Manual Tester.
2. Assisted senior analysts with Test Planning and Design.
3. Finding, documenting and reporting bugs, errors, flaws and other issues.

EDUCATION AND TRAINING

[30/06/2006 – 29/06/2009]

Master of Computer Applications

BPUT, Odisha <https://www.bput.ac.in/>

Address: Chhend Colony, 769015, Rourkela, India

[09/01/2001 – 29/06/2005]

Bachelor of Computer Applications

IGNOU <http://ignou.ac.in/>

Address: Block - 3 Maidan Garhi, 110068, Delhi, India

DIGITAL SKILLS

Salesforce (Administrator) | Apex Data Loader | Workbench | Salesforce Sales Cloud | Salesforce Service Cloud | Azure DevOps | GIT Hub | Copado(DevOps) | SOQL

CERTIFICATION

[21/09/2021]

Salesforce Administrator

[06/08/2021 – Current]

Salesforce Advanced Administrator

LANGUAGE SKILLS

Mother tongue(s): Hindi

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1