**Vikas Srivastva**

**Salesforce Developer & Admin**

**Salesforce Administrator Certified**

**Salesforce Platform Developer 1 Certified**

**Salesforce Service Cloud Consultant Certified** 🖰Email: vikassrivastva016@gmail.com

🕿Mob: +91 7488075399

**Career Objective**

To succeed in an environment of growth and excellence to meet personal and organizational goals with Salesforce Skills.

**Education**

* **B. Tech** in Civil Engineering from Gandhi Engineering College, Bhubaneswar [2014-2018]
* **12th**from I.C.S.E. Board [2012-2014]
* **10th**from I.C.S.E. Board [2011-2012]

**Technical Details & Responsibilities Undertaken**

* Experience in Salesforce.com, Apex Classes and Triggers.
* Experience in Salesforce Reports and Dashboards.
* Worked with other tools like Workbench and Apex Data Loader.
* Experience in Data Migration and Service Cloud.
* Experience in Implementation of Salesforce CRM in Healthcare Industry.

Worked on **Salesforce** configurations on functionalities like Workflow Rules, Process Builder, Approval Processes, Permission sets, Sharing Settings, Case Management,Data Migration.

Intermediate level knowledge on Aura Components.

**PROJECT DETAILS& PROFESSIONAL EXPERIENCE**

* Title : Software Developer
* Period : 1 years and 10 months (April-2019 - Till Date)
* Organization : Metaoups Technology Pvt Ltd, Bangalore

**Project -1(April 2019 – Jan2020)**

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| **Client** | **Manufacturing Company** |
| **Project** | **Implementation of Warranty Management System** |
| **Environment** | **Salesforce CRM** |

**Project Description**

**The client is a Manufacturing major dealing in various Agricultural Equipments.For their Customer Relationship Management Salesforce Platform is being used.**

**The objective of the project is to implement Warranty Management System to help company and its customers for smoother business operations.**

**Roles and Responsibilities:**

* **Performed Salesforce customizations using APEX.**
* **Worked on enhancements which involved Salesforce implementations like changes in pagelayouts,Sharing Settings,Permission Sets,Profile configuration etc.**
* **Played a key role in Data Migration of the client.**
* **Responsible for creating Reports,Dashboards and flows.**
* **Responsible for Email configurations using Apex and Process builders.**
* **Responsible for setting up Profiles,Users and Roles.**
* **Worked on Salesforce Lightning Environment(Aura Components).**
* **Worked on Tools like Workbench,Data Loader and VS Code.**
* **Salesforce Skills Used In Project:**

User Management, Sharing Settings, Apex Coding, Aura Components, Reports and Dasboards, Workflows, Approval Process, Process builders, Triggers, Permission Sets, Profiles, Email Administration, Data Management using different tools, Deployment using Change Setsand VS Code.

**Project -2(March 2020 – Till Date)**

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| **Client** | **Healthcare Company** |
| **Project** | **Implementation of Salesforce CRM** |
| **Environment** | **Salesforce CRM** |

**Project Description**

**The client is a Healthcare Chain with a number of hospitals around a state.For their Customer Relationship Management,Lead Geenration Salesforce Platform is being used.**

**The objective of the project is to implement Salesforce CRM System to help company for Lead generation,Appointments and getting visual data of customers through Reports and dashboards.**

**Roles and Responsibilities:**

* **Performed Salesforce customizations using APEX.**
* **Worked on enhancements which involved Salesforce implementations like changes in pagelayouts,Sharing Settings,Permission Sets,Profile configuration etc.**
* **Worked on Salesforce Integrations using Rest API through APEX.**

**Salesforce Skills Used In Project:**

User Management, Sharing Settings, Apex Coding, REST API, Aura Components, Reports and Dasboards, Workflows, Approval Process, Process builders, Triggers, Permission Sets, Profiles, Email Administration, Data Management using different tools, Deployment using Change Setsand VS Code.

**Degree, Certifications& Technical skills**

* Salesforce Platform Developer 1 Certification.
* Salesforce Service Cloud Consultant Certified**.**
* Salesforce Administrator Certified.

**Personal details & Contact Information**

* **Name** : Vikas Srivastva
* **Gender** : Male
* **Date of Birth** : 11th of February 1996
* **Address** : Dhanbad(Jharkhand)
* **Hobbies** : Interested in Travelling and cooking.
* **Email** : vikassrivastva016@gmail.com
* **Mobile** : +91 7488075399/8114501113

**Declaration**

I do hereby declare that the above-mentioned statements are true to the best of my knowledge.

**Place**: Bangalore

Vikas Srivastva