

Rajat Gupta

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PROFILE

Having 2.5+ Years of work experience. Looking forward to be part of an organization who provides me with an opportunity to utilize my skill-set towards the growth of the organization while I experience advancement opportunities and establish an enjoyable career for myself.

EDUCATION

Bachelor of Technology

PSIT College of Engineering
AKTU
Kanpur, Uttar Pradesh

Graduated, July 2017

Higher Secondary School certificate

Sun International School
CBSE Board
Jhansi, Uttar Pradesh

Graduated, March 2013

Secondary School Certificate

City Montessori School
ICSE Board
Lucknow, Uttar Pradesh

Graduated, March 2011

WORK EXPERIENCE

Cvent India Pvt. Ltd.

Assistant Team Lead - Salesforce Business Analyst November 2019 - Currently Working

- Technology Implementation and Project Management: Collecting and documenting requirements, planning, risk management, Sandbox implementation and rigorous UAT testing, sign-off and production deployment.
- Solution architecting: Converted business requirements into technology solutions.
- Developed Call center technology strategy.
- Developed and deployed correct action plans for existing processes and new implementations.
- Implementation of large system integrations, Merger and Acquisitions in SF and new business systems in multiple locations.
- Identify internal client needs and link to process improvements.
- Adhere to all internal processes and controls.
- Delivered ad-hoc requests within agreed timelines and took on additional work from team members and supported them.
- Provided RCAs & What-If simulations and Impact Analysis on need basis.
- Committed to Quality and ongoing improvements to IT processes and procedures.
- Been a Proactive leadership with outstanding interpersonal, communication and project management skills.
- Had a track record of successfully creating a long-term IT vision that is highly business like, relevant and can be systematically implemented.
- Strong working knowledge and experience in: System Development Life Cycle, System administration, Call-Center specific technologies, messaging systems and emerging technologies
- Assessed, Selected, Negotiated and Managed third-party service providers

Screen Magic Media Pvt. Ltd.

Customer Success Engineer - II (Solution Engineer) January 2019 - November 2019

- Strong understanding of Salesforce.com security settings, Roles, Profiles, Sharing Rules, process builder, Workflow rules, Email Alerts, Permission sets, Validation rules, Visual flows, Reports, dashboards, Data Loader, other force.com essentials.
- Train Customer Success - Level 1 team on new features and measure the quality.
- Testing/Trial/UAT of in-house product with New releases of SFDC and training QA on the same.
- Resolve issues escalated by Level 1 team according to the SLA defined.
- Keep in touch with the latest product features of SFDC or any other external integrated systems such as vendors, zoho, oracle etc. Identify impacting feature forward to product team
- Do POCs on new ideas
- Try out new features of external systems.
- Carry out customizations requirement of in-house products - Prepare SRS, Quotes, SDDs. Work with QAs to test.
- Be Single point of contact for Level 1 support and tech/product team.
- Documenting the progress on implementation & sharing updates with Management & Internal stakeholders.
- Change set deployment in Sandbox/Production org
- See Logs and send it to the Dev Team
- Contribute in setting automation testing for products
- Manage external outsourcing vendor for customization or Do customization on Own
- Provide pre-sales technical support & assisting sales team in their engagement with new prospects / customer.
- Onboarding new customers. Installing & Configuring App & helping them adapt to the application.
- Requirement gathering, identifying solutions & implementation of different business use cases.
- Engagement with Product & Dev Teams in providing new requirements & product improvement.
- Owning newly on-boarded accounts for (45 Days) for any technical related issues.
- Creating Knowledge Articles & building library of use cases that can be replicated for other customers.
- Additionally, Working in **Zoho CRM** to configure Automations, sharing settings, buttons, Email alerts and fields.

PowerSchool LLC Pvt. Ltd.

Technical Product Support Engineer April 2018 - January 2019

Bangalore, Karnataka

- Responsible to handle four product lines i.e. Mobile application, Registration, Assessment, SIS 4 out of 48 Product lines.
- Working as tier-1 and tier-2 for all three products.
- Working with customers using Salesforce as CRM tool.
- Using BOMGAR to interact with customer for resolving issues using the chat support and remotely connecting with B2B and B2C customers.
- Diagnose and troubleshoot issues to resolve and escalate cases.
- Using JIRA in support and services to track the status of issue created.
- Deliver professional, courteous, and timely communication to customers.
- Using Salesforce to create dashboard for reporting, data forecasting, analysis of cases and creating documentation for enhancing the productivity.
- Collaborate with peers and colleagues to best serve the needs of customers
- Staying updated on all key support topics, including product knowledge and required technical and customer support skills.
- Meet and exceed all expectations and established benchmarks.

Thomson Reuters Corporation

Change Analyst August 2017 – March 2018

Bangalore, Karnataka

- ITIL Change Management Roles and Responsibilities.
- Authorize and approve minor/low change
- Coordinate and conduct meetings with Change advisory board (CAB) to discuss higher risk changes
- Authority to implement or reject a change
- Ensures that all the activities designed to implement the change are as per the standards. The policies and procedures should be well defined, recognized and reviewed
- Designing reporting that accurately captures the health of the change management process.
- Communicate analysis and insights to stakeholders and business leaders.
- Review change management requests with great attention to detail.

- Run daily change management process which includes review and approvals.
- Effectively influence partner teams in making changes to the process.
- Monitor, manage and prioritize all service aligned queues ensuring service levels are maintained and eliminating backlogs
- Ensure CAB/change process is complied with delivering business Units.
- Identifying and manage to root cause resolution.
- Own delivery of Service Reporting including, daily, weekly and monthly Service Performance Reports.
- Identify, investigate and resolve client Service Management issues e.g. ensuring the quality of information in an incident, change and problem records is high and issues are managed or escalated promptly.
- Working closely with all Business Units to ensure a seamless transition of all the changes.

SKILLS

- Strong **Communication Skills**.
- Strong **Salesforce Administrator** knowledge.
- Client assessment and Risk management analysis.
- Hands on **Zoho CRM**.
- Team liaison.
- Hands on **R programming for Data Analysis**
- Hands on **Service Now**..
- Hands on MS-Office.
- Creating Automation using workflow, formula fields in **ZOHO CRM**.
- Intermediate knowledge on **SQL** queries using Oracle 10g.
- Hands on **Salesforce**.
- Familiar with **ITIL v3 Foundation**.
- Using **JIRA** in support and services to track the status of issue created.
- Using **BOMGAR, Zoom , Webex, GotoMeeting** to interact with customer using chat support and taking control on the customer's screen.

PROJECTS ACCOMPLISHED

- **HeathCare (Data Analysis using R Programming),**

Simplilearn (Sept 2018 – Oct 2018)

A nationwide survey of hospital costs conducted by the US Agency for Healthcare consists of hospital records of inpatient samples. The given data is restricted to the city of Wisconsin and relates to patients in the age group 0-17 years. The agency wants to analyze the data to research on the healthcare costs and their utilization.

- **Converse App Implementation (Salesforce Administrator),**

Screen Magic Media (Jan 2019 – Currently)

Installing and configuring the Converse App in Salesforce and doing the manual customization for the customer. Created automations using the Process builders and Workflows for Sending out the automated SMS. Creating Formulas fields and Validation rules as per the requirement.

CERTIFICATIONS

- **Salesforce Platform Developer 1 - PD1 (July 2019)**
Credential ID- 20323058
- **Salesforce System Administrator - ADM 201 (June 2019)**
Credential ID- 20223702
- **R - Simplilearn (November 2018)**

TRAININGS

- **Data Scientist – Simplilearn**

Oct 2018 - Currently

- **Selenium - QSPIDER**

Nov 2017 – Dec 2017, Bangalore

- **Core-Java - QSPIDER**

Oct 2017 – Nov 2017, Bangalore

- **Android Application Development - WIZMAX**

Jun 2016 – Jul 2016, Jhansi

AWARDS

- Employee of the Month in Screen Magic Media consecutively for 4 months for highest number of CSATs.
- Scored 99.7442 percentile in SNAP 2017.
- Runner up of District Level Swimming Competition
- Runner up of Inter-branch Badminton competition.
- Head of Supporting Team (Ignitia- 16 College fest).
- Member of Sponsorship and Promotion team (Ignitia – 15 College Fest).

· LANGUAGES

- Hindi
- English

PERSONAL DETAILS

Father's Name: Mr. Vijay Kumar Gupta

Birthday: January 30, 1995

Passport Availability: Yes

Nationality: Indian

Declaration

I, Rajat Gupta, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.