

Deepshikkha Shekhar

Profile

4X Salesforce Certified Consultant

(Completed over 85+ Trail badges and 5 Super Badges in Trailhead)

SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED
Administrator	Platform App Builder	Service Cloud Consultant	Community Cloud Consultant

Cred. Id -21586427

Cred. Id -21644084

Cred. Id -21749134

Cred. Id -21819238

- 4 years of hands-on experience in **SAP R/3** retail industry for one of the biggest retail chains in India (Reliance Retail, Mumbai).
- Development and support in **Mx Generation 2000** introduced by Murex for Reliance Treasury Department, RIL, Mumbai.

Salesforce Skill Set

- Full knowledge on Salesforce automation process **Workflows**, **Process builder** and **Visual Flows**.
- Confident in configuring and setting up **Sales Cycle**, **Case cycle** and **Live Agent** based on business requirement.
- Strong practical expertise in Entitlement & **Milestones** and **Case Management**.
- Fair understanding on **Agile ways of working** and development.
- Proficiency in setting up **Knowledge Base Articles**, **Lightning Bolt Solution**, **Omni Channel (Skill / queue based)** for better case resolution.
- Good proficiency in creating **Picklists**, **Formula fields**, **Validation rules**, **Lightning Custom Objects**, **Custom fields**, **Page layouts**, **Custom Tabs**, **Reports and Dashboards**, **Master-detail relationships** and **Lookup relationships**.
- Managing data through import and export using **Data Loader**, **MuleSoft Data loader .IO**, **Import Wizard**.
- Created **App Page**, **Home Page**, **Record Pages** using **Lightning App builder**.
- Proficiency in **Apex**, **Lightning AURA**, **SOQL**

Education

2000 - 2002

- **Masters in Computer Management (MCM)**
Full time 2 years course from Pune University, India

1997 - 2000


- **Bachelor of Arts in Economics (BA)**
Full time 3 years degree course with honors from M.S. University, India


LANGUAGES


English

Swedish



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 +46 700238809

 Göteborg, Sweden

 Swedish Citizenship



Work Experience

2017–2020

- **Göteborgsregionens Internationella Skola AB (ISGR), Göteborg**

Worked as **Assistant(Kindergarten)**, Resource Educator & Substitute Teacher for Primary Years Program.

2006–2008

- **Reliance Info Solution Private Limited, Mumbai, India**

Worked as a **Developer** for Reliance Treasury Department, Mumbai and Reliance Retail, Bangalore and Hyderabad offices.

Worked as a developer on implementation and support for *Mx Generation 2000* introduced by Murex for Reliance Treasury Department, RIL, Mumbai.

Experience in SAP R/3 environment and SAP IS-Retail, for support and maintenance Reliance Retail team at Bangalore and Hyderabad for creation and processing of sales orders, delivery orders for DC and promotions for retail stores by brand delivery team.

2003–2005

- **Smart InfoSolution Pvt. Ltd., Mumbai, India**

Worked as a **Lead Executive**. Preparation of daily MIS reports and transaction reports through the user account management system.

Involved in the launch, promotion, and sale of broadband services.

2002–2003

- **Methodex Computer Technology Limited, India**

Worked as a **computer faculty** to teach Microsoft applications and HTML

Skills

Salesforce : Apex*, Visualforce*, Lightning AURA*, SOQL *

OS : Unix , Windows

Programming Languages: HTML, CSS, OOPs Concepts

Database Languages: Oracle 9i

* Basic Proficiency

References

Available upon request.

