VANCHHIT KHARE

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SUMMARY:

- **Overall 4+** years of experience in **Salesforce development**, **Administration** and Analytics in various stand-alone and enterprise applications.
- **180+ badges** and more than **100K+** points on Trailhead and achieved most highest-level *RANGER* in Trailhead.
- **3x Superbadges & Salesforce Certifications** in Salesforce **App builder**, Salesforce **Administrator** & **Platform Developer I**.
- Serve as primary system administrator for the Salesforce.com environment with **200+ users**, **100+ profiles** and more than **50+ custom objects,100+ Users** and handled the relationships between standard and custom objects.
- Experienced in Object Creation, Relationship Creations, salesforce triggers, Validations Rules, Approval Process, Permission Sets, Organization-Wide Defaults (OWD), Approval Process, Lightning process builder, Flows, Development of Reports, Dashboards while configuration the Salesforce environment for the organization.
- Effectively act as the contact between our users, vendors and the application development teams.
- Expert in **Sales Cloud**, **Service Cloud, Einstein Analytics** implementation as well as configuration.
- Expert in salesforce call center integration systems such as **CTI configurations.**
- Expert in **Sandboxes**, and Data loading operation through **data loader**.
- Expert in **third party integration** Call Central Configuration software like RingCentral, Avaya and dedupe software like Cloudingo and Demandware Tools.
- Experience with product design, **integrated testing**, **migrations** and implementation/release processes.
- Ability to analyze the company's business needs to design, execute, deploy, and test solutions
- Develop and maintain validation rules, workflow rules, flows, and processes.
- Expert in finding technical issues with the help of debug logs.
- Expert in resolving the issues with different teams such as salesforce, ring central, salesforce maps etc. in the ecosystem.
- Monitor user adoption and provide training, and/or input to trainers.
- Experienced in Analytics through **Microsoft Excel, Visio, Tableau, SQL, Access, Reports, and Dashboards**.
- Experienced in database management through **SOSL, SOQL, SQL and APEX.**
- Experienced in designing UI through **Salesforce lightning Application (component, controller, Helper, Style, Documentation, Renderer, Design, SVG)** , **Aura Framework**, Standard lightning design system (**SLDS**).

WORK-EXPERIENCE :

Client: MFour Mobile Research, Irvine, CA.
Role: Salesforce Administrator   **Dec-2019 to Present**

- Working with Sales & Marketing Team to provide them a rich UI/UX.
- Working on a process to change the manual process to automation with the help of Process Builder, Flows etc.
- Configured and Developed the different *integrations* of **Salesforce**, **HubSpot, Ring Central, AirCall, Clarizen, Cloudingo, Inverto360, DiscoverOrg** with the salesforce.
- Restructured all the previous reports and dashboards with the different configurations according to the marketing use cases.
- Worked on cleaning the database with Leads, Accounts, Contacts & opportunities.
- Developed the different triggers and classes in the salesforce ecosystem to change the use cases.
- Worked on the migration of salesforce classic to Lightning platform.

Client: Quantum Electronic Payments, Orange, CA.
Role: Salesforce Administrator   **July-2019 to Dec-2019**

- Responsible for gathering requirements, system analysis, design, development, testing and deployment.
- Participated in the complete sales and service cloud development.
- Restructured all the workflow, process builder and flows to deliver certain format of use cases.
- Worked with Sales Team and helped them to enhance their rich user experience in Salesforce.
- Developed a chatbot for the sales team using the salesforce Einstein bots.
- Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities.

- Assist in training of new users and grow the Salesforce.com skill set across the organization.
- Created Reports (custom report types), dashboards and visualized through tableau presenting structured and unstructured data for the sales team.
- Effectively act as the liaison between our users, vendors and the application development teams.
- Work independently with members of the user community to define and document development requirements.
- Analyzed business requirements and resolved case requests Inc. configuration/customization of 50+ profiles, permission sets, public groups, roles, role hierarchy, field-level security, record types, queues, reports, dashboards, and identification/documentation of bugs.
- Collaborated with scrum development teams on Release Management tasks to promote tested functionality from sandboxes into production environments.
- Performed different report analysis with the help of custom report types.
- Performed all Admin tasks Inc. managing users, bulk data migrations, creating and maintaining custom objects and fields, page layout maintenance, and support of multiple AppExchange applications.

Client: Ashunya Inc., Orange, CA.
Role: Cloud software & Network engineer Intern   Aug-2018 to Dec-2018

- Work independently with members of the user community to define and document development requirements.
- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks.
- Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities.

Client Sahil Honda Corporation, India
Role: Salesforce Administrator   Jan-2015 to Dec-2016

- An Admin performing Configuration tasks on Salesforce for Clients.
- A functional expert implementing the approved designs on Salesforce, including configurations and customization.
- A functional consultant understanding the required business process and designing the same according to Salesforce terminologies.
- Configured Salesforce org Inc. organization-wide defaults, role hierarchy, sharing rules, profiles, permission sets, users, security settings, standard / custom objects, standard / custom fields, record types, page layouts, activities, user interface settings, queues, assignment rules, workflow rules, escalation rules, validation rules, reports, dashboards, search layouts, list views, Chatter, Knowledge object settings, article types and data category assignments
- To implement Laptop software services on Salesforce. (Handle all possible types of cases on Salesforce)
- To be able to initiate Refunds for Failed Transactions from Salesforce.
- To be able to initiate Ticket Cancellation from Salesforce.

Client: Cognizant Technology Solutions, India
Role: Programmer Analyst Trainee (Salesforce Developer)   Feb-2014 to Sep-2014

- Trained in a wide variety of software languages & databases like C, C++, MySQL, and Salesforce.
- Designed the GUI in Java eclipse for a banking project and maintain the database on MySQL server.
- Worked on the Configuration and support of the Salesforce sales cloud and service cloud.

EDUCATION
- California State University, Fullerton
  Master of Science, Computer Science, 3.64/4.0   Graduated May-2019

SALESFORCE CERTIFICATIONS :

- Salesforce Platform Developer-I   Jan-2017
- Salesforce certified Administrator   Mar-2017
- Salesforce Certified Platform App Builder   Sept-2017