## Name Ankush kumar

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**PROFESSIONAL SYNOPSIS:**

**Over 5 plus years of experience in IT industry including more than 3**+ years of experience on SalesforceCRM Platformin various stages of Software Development Life Cycle (SDLC) including development, enhancements, deployment, Configuration and maintenance of standalone object-oriented enterprise applications.

* Experience in Configuration, Implementation and Support of sales force CRM based on Apex Language and leveraging Force.com Platform world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
* Having sound experience with **Sales Cloud, Service Cloud.**
* Created the Validation Rules, workflows, Approval Process for automated lead routing.
* Leading, guiding day-to-day **production support.** Staying in the client location connecting with business users for better requirement gathering.
* Experience with service cloud functionalities like  **Omni Channel** and **live Agent**.
* Provided **Support to end users** to their queries and concern regarding SFDC with 800+ users spanning across multiple functional areas (sales, customer service, account management)
* **Interaction with client** on daily basis for requirement gathering
* Creating Custom Apps, **Custom fields, Profiles, Roles, OWD, Permission Sets, Applying Sharing Rules**, **Validation Rules, workflows**, **Process Builder**, **Approval processes.**
* Experience in Creating **Email Templates.**
* Experience in Deployments using **change sets.**
* Experience working with **Data Loader & Import Wizard** and **Dataloader.IO** Sandbox environments.
* Primary level experience in working on web services and giving solutions by **SOAP and REST integrations**.
* Having sound Knowledge in **Visual Flows**, **Reports** and **Dashboards.**
* Designed and developed **Visualforce Pages** and **Apex Triggers** for various functional needs for the application.
* Worked on **lightning record pages** to differentiate the UI for business processes and
* Knowledge on UI Side like **HTML, CSS, and Bootstrap.**

**WORK EXPERIENCE:**

* Working as Salesforce Administrator at TLC Group of Management.
* Worked as a Salesforce Administrator at Archies Ltd.

**SKILL SET:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Sales Cloud, Service Cloud, Triggers, SOQL, Visual Force Pages, Workflows, Dashboards, Lightning. |
| **Salesforce Tools** | Developer Console, Change Sets, Data Loader, Force.com Platform (Sandbox and Production) |
| **Languages** | Apex, HTML, CSS, SOQL, SOSL |
| **Operating Systems** | Windows XP/Windows 7, Windows 8. |

**PROFESSIONAL SUMMARY:**

**Project 1**

**Client : TLC Group of Management**

**Role : Salesforce Administrator**

**Work duration :** Nov 2020 - Present

**Description:**

TLC Relationship Management (P) Ltd. is a multichannel services company with customized tech products and solutions. We are the leading company to market and manage innovative, high quality, customized customer acquisition and engagement programs to provide long term revenue generating platforms for almost every large Indian and International hotel chain.

TLC compliance and statuary audits are managed by a Big Four global accounting firm and our technology Platforms are rated at the very top by both Gartner and Forrester. We follow the highest standards of Information Security and our operations have ISO 27001 certification.

**Roles & Responsibilities:**

* Created workflow rules and defined related tasks, time triggered tasks, email alerts.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Involved in Generating different Reports and Dashboards.
* Involved in designing, development and testing of the given requirement using Visual Force Pages.
* Deployed the existing business data using data loader in order to create the custom reports and dashboards
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Experience in Data management.
* Created Visual flows.

**Project 2**

**Client : BCBS, USA**

**Role : Salesforce Administrator**

**Work duration :** January 2016- June 2017

**About Client:** BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.

We are working on classic to Lightning migration phase now.

* **Roles and Responsibilities:**
* Involved in gathering and analysis of business requirements and then effectively took part in sprint

planning to achieve the requirement.

* Analysed the business process of client and then involved in creating the application and data model

required

for the requirement.

* Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the

business requirement.

* Defined lookup and master-detail relationships on the objects and created junction objects to establish
* connectivity among objects.
* Created reports, dashboards, and processes to continuously monitor data quality and integrity and
* assisting users with report design and management.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Responsible for setting up Filed Level Security.
* Developed custom Workflows and Assignment Rules for case escalation.
* Implemented Field Level security for sensitive data holder fields.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules,

automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.

* Created and used Email templates in HTML and Visualforce.
* Involved in end-to-end testing and gathering feedback from business users
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types,

Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

**Project 3:**

**Title : American Red Cross, USA**

**Role : Salesforce Administrator/Developer**

**Work duration :** July 2017- Feb 2020

**About Client:** America Red Cross is a huge organization in USA which has many activities related to health care. They have 1000s of clients and volunteers to run their activities in the world. For this mass process, they regularly conduct corporate seminars throughout the world and for that they are using one mini project of Salesforce. This project has information like seminar details, speaker details and various process they followed. They mostly conduct 100s of such seminars in the world per month. The project was created for employees of the organization to enter these data and maintain the details.

* **Roles and Responsibilities:**
* Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Educational Qualification:**

* Masters in Computer Applications from Punjab Technical University.
* Bachelors of Computer Applications from Punjab Technical University**.**

**Personal Skills :**

* Competitive and goal-oriented approach towards work.
* Good Communication and interpersonal skills.
* Quick learner, Good team player and Self-motivated.

**Personal Details:**

* Father’s Name : Ajit Singh
* Date of Birth : 10-08-1989
* Nationality : Indian
* Languages known : English, Punjabi, Hindi

**Declaration:**

I hereby declare that all the above information is true to the best of my knowledge and belief.

(Ankush kumar)