PARAG KUKADE

Address: Plot No 11B, Shravasti Co-op housing Society,
Rajshree Nagar, Beltarodi Road, Nagpur – 440 027
E-Mail Id: prgkkd@gmail.com
Phone No: **+91-9096950184**

PROFILE SUMMARY

- Around, 7 years of IT industry experience in Technical Support and Services in various Domains which include Salesforce CRM, Linux and Windows.
- Experience in Configuration, Enhancements & Support in Salesforce CRM (Customer relationship management).
- Proficiency in SFDC Administrative tasks like creating **custom Profiles, Role Hierarchies, Users, Permission sets, sharing setting.**
- Worked on Configuration of **SalesForce.com Data model using Objects, Fields, Roll- up Summary, Lookup, Master Detail, Record types, View through page layouts, List view, Related lists.**
- Designed **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, Process Builder and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
- Implemented **Pick lists, dependent pick list, lookup, junction objects, master detail relationships, formula fields to custom objects**
- Experience in Service cloud - **Case Management which include Email-to-Case, Web-to-Case, Assignment rule, Auto response rule and Escalation rules, Case Milestones, Entitlements. Email Templates.**
- Implemented **security and sharing rules, object, field, and record level** for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
- Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
- Experience in **SOQL (Salesforce Object Query Language)**, Also knowledge on salesforce governor limits.
- Knowledge on **Debug logs. Organization ID, Grant Login Access**. Also created salesforce cases and worked with salesforce support team.
- Experience in creating Changesets and Deployments in Salesforce.
- Experience in running Basic Linux commands to Troubleshoot production support issues.
- Knowledge of Tableau and AWS CloudWatch.
- Knowledge of **ITIL** such as **Incident** and **Problem Management**.
- Demonstrated an ability to manage multiple projects effectively.
- Willingness to learn and support New Technologies.

EDUCATIONAL QUALIFICATIONS:

- Bachelor of Engineering (Computer Science) from "Priyadarshini Indira Gandhi College of Engineering" with 65.67% aggregate from Rashtrasant Tukadoji Maharaj Nagpur University
- Diploma in Computer Technology from "Government polytechnic Bramhapuri" with 75.72% aggregate from Maharashtra State Board of Technical Education

Key Skills and Knowledge
Salesforce CRM
Salesforce Administrator
Service Cloud

Other Skills
Linux
ITIL (Foundation)

Operating Systems
Windows 7/10 Client
Linux Red hat
CentOS

Software and Tools
Zendesk
Service Now
Jira
Putty
Salesforce Inspector
Workbench.

Personal Skills
Customer Relationship Experience
Continuous Improvement Mindset.
Critical Decision Maker.
Deliverable Oriented
People Management

Honors and Rewards
High Five Award 2022
Team Achievement Award 2016

CERTIFICATIONS

- Salesforce Certified Administrator ADM 201 (Credential ID: 2210882)
- Perusing for Platform App Builder Certification.

PROFESSIONAL EXPERIENCE

- Persistent Systems Limited - Nagpur, India – Jan 2015 to Present
- Current Position: **Technical Support Lead**

PROJECT EXPERIENCE

Project 1: IDFC L2 Support.
Duration: September 2019 to Present
Work Profile: L2 Support Lead

Roles and Responsibilities

- Working with IDFC First Bank in Home Loan Section.
- Involved in QA related Activities and Product Testing.
- Generating and Creation of Reports using Reports and Dashboards as per client requirements.
- Giving Access to users and Handling Permission Sets and Profiles.
- Creating custom application, objects, tabs, fields with the custom functionality to efficiently meet the Business requirement.
- Created custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards, and various other components as per the client and application requirements.
- Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types,
- Page layouts, Workflow Rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

Project 2: Owens Corning
Duration: September 2018 to September 2019
Work Profile: L2 Support Engineer

Roles and Responsibilities:

- Handling issues in Service Cloud and Zendesk.
- Creating Escalation Rules and Case Assignment Rules.
- Handling support ticketing, knowledge base, routing and escalation, and queue management.
- Add new users and provide access to the customer as per the requested profile.
- Track the opportunities created by customer and validate if it stuck or not proceed for approval by checking the history or using the SOQL in developer console.
- Use test sandbox for reproducing the issue.
- Escalate issue to the L3 support team with the findings and investigation.

Project 3: Nomis Solutions
Duration: Feb 2016 to September 2018
Work Profile: L2 Support Engineer

Roles and Responsibilities:

- Working as a Level 2 Support Engineer for Nomis Support which includes reoccurring dataload task for validation, monitoring pentaho job, troubleshooting production failures, troubleshooting tableau reports issue.
- In reoccurring dataload process used putty to ssh stage instance for monitoring logs and troubleshooting any failure.
- Actively troubleshooting tableau report related issue on tableau desktop by checking data source connection, creating data extract, validating filed formulas, and checking various parameters.
- Setup scheduled refresh job of reports on tableau server for customer products.
- For production issue troubleshooting we use Sumologic monitoring tool to check production logs for errors.
- For validating data or dataload related issue we use MySql workbench to check the records in table.
- Error analyzing, troubleshooting, and investigating the Pentaho Job failure.
- Use AWS cloud watch to monitor the production log for health check.
- Use Zendesk for monitoring file received notification, logging internal tickets by team members, checked external ticket logged by customers or clients.
- Use Jira for logging and tracking dataload task, production issue and fix and internal task.
- Connecting with client via Teams, Zoom and Ring central on weekly basis for new agenda, ticket status and suggestion on product.

Project 4: Global Capacity
Duration: (July 2015 to Feb 2016)
Work Profile: L1 Support Engineer

Roles and Responsibilities:

- Create and maintain detailed up to date technical documentation (e.g. standards, process, Run Books).
- Interaction with 3rd party vendors, Client Teams, and senior onsite Systems Engineers as necessary to optimally perform job responsibilities.
- System Administration - including managing the trouble ticket queue, responding to proactive monitoring alerts, executing change controls, routine maintenance, performance monitoring, tuning, and system diagnostics with the help of L2/L3 team.
- Resolve reported IT issues, Application access request, Server access request, Termination process request and password reset request.

Project 5: AIMIA Manage Services
Duration: (January 2015 – June 2015)
Work Profile: L1 Support Engineer

Roles and Responsibilities

- Provide L2 support for Client CR: Create and deploy HTML pages for client's website with the help of development team.
- Worked on SQL queries for fetching the data related to the incidents to troubleshoot the issue.
- Communicate Incident updates with Business team as well as client contacts as indicated by operational processes.
- Create Knowledge Base Documents: Technical specific and functional specific documents.
- Update knowledge base with identified improvements.

Declaration:

I do hereby declare that the information and facts stated herein above are true and correct to the best of my knowledge and belief.

PLACE: NAGPUR   **Parag Kukade**