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| **Profile**  Salesforce CRM Administrator | Arvind Kumar Address: Vashu Vihar Colony Holambi Kalan New Delhi  110082  Contact No. +919761222227  Email: sainiak333@gmail.com |
| **Professional** **Summary**  Skills | Cloud Salesforce CRM Administrator, App builder, Solutions focused and results-oriented Professional Experience of **3.3 years** of successful career..   * Salesforce Lightning and Classic CRM Administrator * Sales Cloud, Service Cloud * Coordination Skills between Management and Development * Verbal and written communication skills. * Complete SFDC understanding * Leadership * SOQL, SOSL * Apex, Triggers, Web services * OOP’s |
| **Role & Responsibilites**    **Experience** | * Daily Routine, Weekly and monthly task on Salesforce CRM * Work upon Leads, Campains, Account and Contacts Objects * Customizing and Implementing Profiles, Roles, Security Settings, Sharing rules, Custom applications, Custom objects, Custom fields, Page layouts, Workflow, Process Builder, Validation rules, Dashboards, Reports creation. * Develop and maintain administrator and user documentation. * Work with end users to provide best practices and tips on Salesforce usage, including account management, training and coaching, documentation, and support as necessary. * Provide guidance and advice to users who are developing and run daily/weekly/monthly reports to insure data and process integrity. * Migrate data from using tools like data loader, import wizard to perform data migration. * Development and Maintained various software, websites and services.      * **Airnet Infotech Pvt. Ltd. Noida, India**   Sep-2019 To till Now  **Role –** Salesforce Administrator  **Project Deliver** – Ericsson India Pvt. Ltd.  This project aimed to maintaninted Support and Services of Airtel LTE,VOLTE,GSM,CDMA.   * **IWS Pvt. Ltd. Hyderabad, India**   March-2018 To Sep-2019  **Role –** Salesforce Administrator  **Project Deliver** - Ericsson India Pvt. Ltd.  This project aimed to maintained Support and Services of Airtel LTE,VOLTE,GSM,CDMA. **B.Tech** (**Electronics & Communications Engineer**) with **First Division 2012-2016 from UPTU**. |
| Education | * 12 th from UP Board- 2010. * 10th from UP Board - 2007. |
| Certifications | * **Salesforce Administrator Certification ADM 201** |
| Achievements **Language Known**  **Personal Detail** | * I have been awarded by Ericsson India Pvt. Ltd. company for my work and punctuality. * English (professional), Hindi (professional) * Nationality – Indian, DOB 03- 03-1991, Marital Status – Married. |