|  |  |
| --- | --- |
| **Profile**Salesforce CRMAdministrator  | Arvind Kumar Address: Vashu Vihar Colony Holambi Kalan New Delhi110082Contact No. +919761222227Email: 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.
 |