Shubham Bisht

Salesforce Administrator
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Synopsis: Over 3 years of experience in Salesforce.com CPQ CRM Platform. Seasoned Salesforce Administrator with a sound record of client satisfaction. Looking forward to take my career to the next level by joining your organization.

Experience

Cvent (Dec 2017 – Present) :

- ❖ **Senior Associate (Jan 2020 - Present)**
- ❖ **Associate (March 2018 – December 2019)**
- ❖ **CPQ Intern (December 2017 – February 2019)**

- Activities related to SFDC,Salesforce.com **Setup**, **CPQ Configuration**, **Customization**, **Integration**, **Unit Testing** & **Deployment to sandbox/production** of applications to force.com platform.
- Performed **Steelbrick CPQ** related configuration for product setup, approval matrices, approval rules, process builders, approval templates.
- Worked & experience of managing **Multiple Projects** with different teams(viz. Pricing, Financial, Enhancements) in current organization.
- Experience on Different types of Deployments like **ANT, Change Sets** and through **Workbench**
- **Data Migration** using **Data Loader** and **dataloader.io**
- Working with **Formula Fields**, **Validation rules, Workflows, Flows, Process Builder, Reports & Dashboard** and **Approval Process**
- Creating **Security & sharing rules** at object, field, and record level for different users at different levels of organization. Created various profiles and configured the permissions based on the organizational hierarchy
- Created and managed Salesforce.com **Reports & Dashboards** for use in Senior Management briefings & managing of company bookings pipeline.
- Managed & completed tickets in **Jira** for Salesforce which drove the sales efforts forward. Tickets include User Setup, Enhancement Requests & change sets.
- Good Level of understanding on **Sales Cloud** Salesforce.com CRM and its Development Life Cycle
- Educated team members on increased efficiency from switching from Salesforce Classic to Lightning mode which allowed the team to be more productive in their day to day roles.
- Requirement gathering from stakeholders from multiple domains viz Sales, Client Services, Finance and Technology

Birchstreet Systems (March 2017 – September 2017):
- ❖ **Technical Support Analyst**

- Worked as a Technical Support Analyst on company's prime software.
- Used **SQL** in my day to day job to fetch user requirements from **database.**
- Amongst the top performing resources in my team

Education Details:

Galgotia's College of Engineering & Technology   **(2013 – 2017)**
- Bachelor's Degree in Computer Science

Delhi Public School
- Intermediate & Senior Secondary School

Technology Stack & certifications:

Functional	• Good understanding of Salesforce.com CPQ Sales Process • Expertise in Salesforce.com configuration and Force.com customization • Experienced in setting up and configuring Profiles, Roles, Permission sets and Sharing rules	
Technical	Packages/Products	Salesforce.com CRM Application, Apex Data Loader
	Languages	Apex Programming
	Database Queries	SOQL & SOSL
	Tools Used	Workbench, ANT, Change Set

Projects

Cvent Sales Cloud Internal Project

- **Trained new hires into the process as a Senior Associate by building their raw skills to become a successful business operator for the organization.**

- **Created Workflow Rules, Email handler services, Approval Process and Process Builder to automate Business process.**

- **Involved in end to end QA and UAT, validation of CPQ including Products, Pricing, Quoting,etc.**

- **Handled tickets regarding Salesforce issues from various departments like Sales, Marketing, Finance, Client Services.**

- **Involved in the deployment document preparation and performed deployment to another sandbox using ANT tool and Change sets. Also worked CPQ project for Geographical Tier pricing on products recently.**

- **Participating in Bug Review meetings, updating requirement documents as per business user feedback and change /enhance functionality of application.**