

ABHISHEK VERMA

Salesforce Consultant

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Mumbai, Maharashtra



PROFESSIONAL SUMMARY

I'm a Salesforce Certified Administrator with 3+ years of experience in the purely Salesforce domain, along with a good amount of knowledge in CPQ and Salesforce Marketing cloud. Salesforce Administrator with extensive experience with Administration, Configuration, Implementation and Production Support events on Salesforce.com Platform using Agile. Currently I hold 3XCertifications in salesforce and a Trailblazer Ranger.

SKILLS

Salesforce Skills

Apex

Visualforce

Lightning

Process Builder

Reports & Dashboards

Sales Cloud

Service Cloud

Marketing Cloud

Tools

Data Loader

Import Wizard

Remedy BMC INC Management tool

JIRA

Workbench

Rally Sprint Management

Mavenlink

Adobe Suite

Office 365

CERTIFICATIONS

Salesforce Certified
Administrator (ADM 201)

Salesforce Certified Marketing
Cloud Email Specialist

Salesforce Sales Cloud
Consultants (CRT 251)

EXPERIENCE

Salesforce Cross-Cloud Administrator

Horizontal, Inc

📅 2019 - Ongoing 📍 Vadodara

Horizontal Inc. Offers two distinctive businesses:

Horizontal Digital - an experience forward consultancy that uses strategy, technology and creativity to address client marketing needs and opportunities; and Horizontal Talent - a professional staffing firm that pair business with skilled digital marketing and IT talent

Client: Horizontal Digital, Inc.

Project Name: Horizontal SF Internal | Salesforce Org Development.

Role: Salesforce Administrator

Designation: Salesforce Administrator.

Duration: From 21st Jan 2020 to Current Date.

- Maintains multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features.
- Perform data integrity (rules and merging records) functions establishing proper ownership and record type maintenance in accordance with sales territories.
- Supports the training department with new material for end users on the Salesforce.com application. When called upon, help to train the new and existing users how to use SFDC and related applications.
- Create and maintain documentation on processes, policies, application configuration and help related materials for users and creating release documents for every sprints and changes.
- Participate in with user requirement sessions and document user requirements to address changing business needs. Review design approach with Product Manager.
- Build strong understanding of SFDC best practices and functionality.
- Keep abreast of new of new SFDC features and functionality, and provide recommendations for process improvements.
- Designed Sharing Model for the organization - role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Creating Process Automations – Process Builder, Flow, Workflow rules, Approval Process, Escalation rules, Duplicate rules.
- Conduct QA Tests on changes to Salesforce.com deployment including managing multiple sandbox instances.

EXPERIENCE

Salesforce Cross-Cloud Administrator

Horizontal, Inc

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Client: United Health Group (UHG).

Project Name: UHG - Service / Sales Cloud Lightning Migration.

Role: Salesforce Administrator

Designation: Salesforce Cross-Cloud Admin

Duration: From 20th May 2019 to 30th Nov 2019

- Administers overall setup, configuration and maintenance of the Salesforce.com platform for the various divisions.
- Performs system administration functions such as user management (profiles and roles), field and validation rule configuration, record types, pick-lists, page layout management, mobile setup, data management (uploads), email templates, folder management, and public groups, as well as other configuration items.
- Work with custom workflow, notifications, approval processes, and Lightning Process Builder, Flows.
- Develop reports and dashboards for various teams and departments throughout the organization. Guide them with self-service report writing and dashboard maintenance.
- Participates in cross-functional agile team that address strategic business issues involving CRM.
- Participates in monthly development sprint including design documentation and testing.
- Creating, Uploading, Validating & Deploying Change sets from lower org to production.
- Worked on Data Management – cleaning de-duplicate contacts, leads, Mass transfer records, Mass delete, Mass Upda

EXPERIENCE

SALESFORCE ADMINISTRATOR

Vodafone India Service Private Limited

📅 2016 - 2018 📍 Pune, Maharashtra

The Vodafone is one of the worlds no 3, leading mobile communications providers, operating in 26 countries and in partnership with networks in over 55 more. Across the world, Vodafone have almost 444 million customers and around 19.5 million in the UK - Newbury HQ.

Client: Vodafone UK, Spain, Hungary.

Project Name: 1SF.

Role: Salesforce Admin and CPQ Admin.

Designation: Senior Process Executive.

- User / Security and Access - User provisioning, License management, Profile setup / administration / maintenance.
- Standard and Custom Objects - Customization of standard objects, Custom object design / creation, Field level Security.
- Designed Sharing Model for the organization - role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- To create workflow rules, assignment rules, escalation rules, duplicate rules based on user's requirement.
- Developed Customized Reports and Dashboards to management for quick decision making to troubleshoot problems wherever necessary.
- To manage Opportunity management and Account management, also managing data i.e. to import, delete, update data using Data Loader.
- Co-coordinating with all support teams to resolve cases within the SLA.
- Provides resolution within stated SLA as per entitlement.
- Taking follow up of all the Unresolved/pending issues.
- Solving users' issues with the help of Salesforce.com knowledge Articles and User system.

ORACLE CPQ ADMIN

Vodafone

📅 2016 - 2018 📍 Pune, Maharashtra

ORACLE CPQ ACTIVITY: Oracle CPQ is a CPQ tool on Cloud computing, its work as SaaS (Software as a Service) Configure, Pricing and Quote.

- Manages and helps to create Quote on the opportunity with the Product configuration at Big machine side.
- Manages to get the Quote status get approved at both big machines and Salesforce side.
- Resolve queries in the P&L and Financial Summary of the Quote.
- Helps to generate the proposal and contract generation in CPQ and get attached in salesforce.
- Manages the permissions sets and visibility of various field in the Quote.
- Manages the product line configuration in the CPQ.
- BigMachine Database Tables Creation and Updating manually/Dynamically through web services.
- Uploadin/Updating Data Tables to make changes static changes i.e Price, Updating expiry dates of Product/Plans.
- Migration of Data Tables from Lower Environment to Production after performing unit testing
- Visibility permission for users based on the User Groups provided and the page layout Visibility.

EDUCATION

Bachelor of Engineering(B.E) in Electronics and Telecommunications.

[University of Mumbai](#)

 2010 - 2015

LANGUAGES

English

Proficient



Hindi

Native



Marathi

Proficient

