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| Tushar ShrivastavaPhone: +91 9987573722Email:[tushar.shrivastava93@gmail.com](mailto:tushar.shriavstava93@gmail.com) [**LinkedIn** Profile Hyperlink](http://www.linkedin.com/in/tushar-shrivastava-2942971ab) |  |

**Profile Summary**

An innovative, result-driven, enthusiastic team player, quick-learner, Salesforce Certified Consultant; with over two years of experience in Information Technology, including hands-on finesse in configuration and customization of Salesforce Sales Cloud and Service Cloud, Communities, Force.com platform and third-party applications from AppExchange, on Lightning Experience and Classic User Interfaces, looking for an inducing opportunity as Salesforce Developer.

**Education & Certification**

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| * B. Tech Computer Science, Thiruvalluvar University * Salesforce.com Certified Administrator |

**Employment**

* September 2020 to Present, System Analyst, Sioux training institute
* August 2019 to June 2020, System Engineer, Enhanced Software Solutions
* August 2017 to February 2019, Analyst, Etouch Systems
* August 2015 to March 2016, Intern, Crexen Technologies

**Salesforce Proficiency**

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| **Salesforce.com Applications** | * Sales Cloud * Service Cloud | * Chatter * Communities | * Evaluation, selection and deployment of Custom application packages from AppExchange * Lightning Experience | | | |
| **Application**  **Configuration & Administration** | * Configuration of Standard & Custom Objects * Customization of Fields, Picklists, Formulas & Lookups, Master-Detail Relationship, Creation of Junction Object * Configuration of Page Layouts & List Views | * Configuring Data Quality – Data Validation, Setup Audit Trail, Field Hist. Tracking, Debug Logs * Configuration of Record Types, Roles and Role Hierarchy, User Profiles | | * Configuration of Multi- Step Approval Processes, Visual Flows, Workflow Rules * Configuration of Web-to-Lead, Web-to-Case, Email-to-Case, Assignment Rules, Queues and Auto-Response Rules, Escalation Rules | | * Organization, User setup * Security Control & Data Access * Permission Sets * Public Groups * Setting up Multiple Currency * Metadata Migration-Change Sets, Eclipse Force.com IDE |
| **Data Management** | * Mass Transfer * Data Backup | * Data Import using Import Wizards and Data Loader | | | | |
| **Reporting & Analytics** | * Modifying and Creation of new Tabular, Summary, Matrix, and Joined Reports using Report Builder * Report Filter * Bucketing | * Summarization & Grouping using Formulas & Visual Summaries * Scheduling, Exporting & Emailing Reports, Enhanced Report Sharing, Dashboard Access * Creation of Combination Chart | | | * Building Dashboards using Dashboard Builder * Dashboard Filters, Dashboard Component Snapshot * Filter Logic, Cross Filters * Creating Custom Report Types * Setting up Analytical Snapshots | |

**Client Engagements**

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| Client | | **CIMB (Commerce International Merchant Bankers), Kuala Lumpur, Malaysia** | |
| Position | | Solution Engineer | |
| Location | | Onsite, Kuala Lumpur, Malaysia | |
| Duration | | Dec 2019 To May 2020 | |
| Domain | | Banking | |
| Environment | | Windows/Linux | |
| Technologies | | BMC Control-M | |
| Responsibilities | | * Analysis of business requirement and documentation thereof * Coordination with support teams to understand customer’s existing process, challenges from the new solutions. * Installation and implementations of Agents for various OS jobs and DB jobs. * Workflow creation for the existing processes. * Creation of Batch Impact Manager jobs to provide better business process solutions to improve SLA. * Troubleshooting Control-M issues to maintain the business flows. * End to End support for issues occurs in Control-M Admin & Scheduling Environment. * Troubleshooting Control-M Agent issues and Monitoring Agents. | |

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| Client | | **Google, Thane, India** | |
| Position | | Research Analyst | |
| Location | | Thane, India | |
| Duration | | Aug 2017 to Feb 2019 | |
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| Responsibilities | | * Analysis of Google Client advertisements * Monitoring, Compilation and documentation on Google advertisements feedback and responses * Building, Execution and Presentation of Reports and Dashboards | |