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| Tushar Shrivastava Phone: +91 9987573722Email:tushar.shrivastava93@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
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**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
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| **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
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| **Data Management** | * Mass Transfer
* Data Backup
 | * Data Import using Import Wizards and Data Loader
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| **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
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**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
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