**CurRiculum vitae**

**Alok Gupta**

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Career Objective

To pursue a challenging career within I will be able to learn continuously and grow consistency and add value to the organization through my capabilities and learning.

Professional Experience

* Experience in Administration, Support of Salesforce CRM applications.
* Experience in sales cloud and service cloud activities.
* Experience in smoothly handling data change request or admin request.
* Data Management like Importing, exporting data and Mass Updating Data.
* Creating Users, Profiles, updating of record.
* Coordinate with other stakeholders over risks and concerns over the product quality/project timeline
* Managing SLA and Communication with client, understanding client requirement
* Experience in UAT Testing and finding bugs, preparing testing document, Perform User Acceptance test. Reproduce issues in UAT. Prepare document related testing and communicate to client.
* Experience in resolving different type of incidents related product bug, finding root cause of incidents, analysis, debugging
* Monitoring of different jobs related product with use of tool like informatica and find root cause of error and debug of job-related error
* Experience of monitoring Job and fixing different issue through Admin console
* Experience on working on sync transaction, error debugging, account merge issues, call related issues, org clean up, system health checkup, product upgradation related
* Experience in resolving issue related different type of filters (report, account) .
* Experience in use of ETL(Informatica)
* Experience in resolving issue sharing access or visible access, full sync, login related
* Experience working with Force.com IDE, Data Loader, Workbench and salesforce.com Sandbox environments.
* Excellent exposure in SDLC and agile methodology.
* Have good experience in writing SQL Queries.
* Experience in debugging log related errors
* Follow the standard process of service management.
* Working on User Configuration- like creating new user, activate and deactivating users, assigning permission set to users.
* Working on cleanup tasks like Permission Set, Unused Fields, Workflow Rule and Validation Rule.
* Customized different page layouts and assigned them for different profile users.
* Experience in resolving incident related products as L2 team Member
* Communicate with client through CSM tools

Professional Summary

* Previously worked as Software Intern in **Tech Grid**  from Nov-2018 to April-2019.
* Currently working as Salesforce developer in **IQVIA (A Human Data Science Company**,) Bangalore from July-2019 to till date.

Education Summary

* BTech (Computer Science) from Rajasthan Technical University with an aggregate percentage 62%.
* Secondary Education (12th MatheScience) N.H.S.S.S. with an aggregate percentage 82.2%.
* Primary Education (10th) Adarsh Vidya Mandir Hindan City with an aggregate percentage 88.33%.

Certification

* Introduction to SQL (Data Camp)
* Salesforce Administrator Certification (Salesforce)
* ITIL Service Operation (Dion Training)
* Excel 2016: Core Data Analysis, Manipulation and Presentation.(Data Camp)
* OCE Sales End User Certification.
* MAP Certification.
* Rajasthan State Certification in Information Technology.

Technical Skills

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| --- | --- |
| Salesforce Technologies | Salesforce.com CRM, Salesforce Sandbox, Salesforce Administrator Tools, Workflow & Approvals, Reports, Dashboards, Standard and Custom Objects, Validation Rule, Data Loader and Import Wizard, Process Builder, Profiles & Permission Sets, Security Settings and Sharing Rules, SOQL & SOSL. |
| Languages | SOQL, SOSL, SQL |
| Operating Systems | Windows 10 |

Project Summary in Techgrid Technologies

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| Project# 1 | Onboarding |
| **Description** | Onboarding project used to, where they wanted to capture and Track the records of their candidates in a cloud-based application and meanwhile they wanted to make their business functions in Automated process and communicate with their clients. |
| **Responsibilities** | Worked on Reports and Dashboards.  Imported data by mapping to business objects in CRM system using Apex data loader and data Import wizard.  working with Force.com IDE, Data Loader, Workbench and salesforce.com  Sandbox environments.  Communicate with client and understand requirements.  Managing different type of Jobs across the org.  Creation of Different Profile and roles.  Experience in resolving issue and perform org clean up, sync clean .  Writing SQL queries.  Sanity check of CRM Product and debug issues while upgrading.  Assign different type of permission to users according to their roles  Also debugging errors related login.  Perform full sync and password reset, deactivating user.  Analyzing of logs to debug errors.  Perform managing different type of jobs through admin console  Perform activity related org backup and data backup and export different important data through data export and communicate to client. |
| **Role** | Salesforce Admin |
| **CRM Product** | Salesforce.com (SFDC) |
| **Tools** | Force.com Platform and Apex Data loader |

Project Summary in IQVIA

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| --- | --- |
| Project #1 | Advance Health Media |
| **Description** | Advance Health Media used to, where they wanted to capture and Track the records of their Patient, all ongoing pharma activities projects in a cloud-based application and meanwhile they wanted to make their business functions in Automated process and communicate with their business users. |
| **Responsibilities** | Working on User Configuration- like creating new user, activate and deactivating users, assigning permission set to users.  Working on Reports & Dash boards and creating Custom Report Type.  Writing SQL queries  Imported data by mapping to business objects in CRM system using Apex data loader and data Import wizard.  Reproduce issue in UAT and finding bugs.  UAT Acceptance testing.  Involve in activity of triage, communicate with client ,Monitoring of incidents and service request.  Performing activities related knowledge transfer of product or different new salesforce functionality.  Managing SLA and monitoring of different Jobs across org.  Work on org clean up (log clean up, sync transaction cleans up)  Sanity check before upgrading product finding bugs.  Resolve issue related account merge.  Performing Data Management like Importing, exporting, Inserting, deleting and Mass Updating Data.  During Product upgrade check related sanity of org , finding bugs.  Perform sanity check before product upgradation. Data management, org backup  Activities.  Managing different type of incident: Call unlock, TOT creation , meeting status change, filter related issues , report and dashboard |
| **Role** | Admin |
| **CRM Product** | Salesforce.com (SFDC) |

Strengths

* Positive Attitude and Self Motivated.
* Adaptability and Ability to learn quickly.
* Flexible and Energetic team worker.

Personal Profile

* Name : Alok Gupta
* Father’s name : Prakash Chand Gupta
* Nationality : Indian
* Marital Status : Single
* Languages Known : English and Hindi

**Declaration** : I hereby declare that all the information enclosed here is true to best of my knowledge.

Date: Alok Gupta