**Alok Gupta**

**LinkedIn:** <https://www.linkedin.com/in/alokgupta555929a8/>

E-mail: [GALOK233@GMAIL.COM](mailto:GALOK233@GMAIL.COM) Contact: 7412843951

Career Objective

I have 2.3 years’ experience as Salesforce professional. 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, Customization, configuration of Salesforce CRM applications.
* Experience in sales cloud and service cloud activities.
* Experience in smoothly handling data change request or admin request.
* Worked as QA, create test rail, good experience in testing , exposure in testing method and process(Creation of test rail , document , communicate to client)
* Data Management like Importing, exporting data and Mass Updating Data.
* Creating Users, Profiles, updating of record.
* Creating AppExchange Apps Installations, CSV data imports/exports and many more in Salesforce.
* Data loader, Validation Rules, Workflow, Formula Fields, Assignment Rule, Reports & Dashboards.
* Basic experience with HTML & CSS, Java Script.
* 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 Oct -2018 to March-2019.
* Currently working as Salesforce developer in **IQVIA**  from July-2019 to till date.

Education Summary

* Post Graduate Certification from IIIT Bangalore (Jan 2021- July 2021)
* BTech (Computer Science) from Rajasthan Technical University with an aggregate percentage 62 (July 2014 -July 2018)
* Secondary Education (12th Math Science) 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)

Technical Skills

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| --- | --- |
| Salesforce Technologies | Salesforce Administrator Tools, Workflow, 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 | SQL |
| Operating Systems | Windows 10 |

Project Summary in IQVIA

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| --- | --- |
| Project# 1 | Advance Health Media |
| **Description** | AHM project used to, where they wanted to capture and Track the records of their patients 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 Developer |
| **CRM Product** | Salesforce.com (SFDC) |
| **Tools** | Force.com Platform and Apex Data loader |

Project Summary in IQVIA

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| --- | --- |
| Project #1 | OCE |
| **Description** | OCE 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 * Working as QA , preparing test plan test cases , test rail, test document using * Jira. * 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 * Managing different type of incident: Call unlock, TOT creation , meeting status change, filter related issues , report and dashboard |
| **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 ,Hindi
* Current Address : Panthur road , Mara thalli , Bangalore 560103
* Native Address : E-75 Mohan Nagar Jain Mandir Road Hindaun City, Pin : 322230

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

Date: Alok Gupta