**Pawan Kumar**

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## Trailhead Profile: <https://trailblazer.me/id/pawankumar>

LinkedIn Id: [Pawan Kumar](https://www.linkedin.com/in/pawan-kumar-b623248b/)

***Objective***

To secure a challenging position in a proactive and growth-oriented organization which can make optimum use of my knowledge and skills in the field of Salesforce through a symbiotic relationship thereby effectively contributing my skills towards the goals of the organization.

***Profile Summary***

* 4+ years of experience in the software industry including 3+ years of experience in Salesforce.com CRM , 1+ Year experience in Pardot Application.
* Experience in **Nonprofit Cloud, Sales Cloud and Service Cloud**.
* Experience in the Development, Data migration and Testing in Force.com.
* Experience in Salesforce.com CRM, Configurations and Customizations.
* Experience in Workflows, Approval process, Reporting and Security settings.
* Experience in Salesforce Configuration like Creating Objects, Relationships, Page Layouts, Record Types, Email Templates, Custom Settings, and Validation Rules etc.
* Experience in data migration activities using Apex Data Loader.
* Experience in implementing SOQL and SOSL.
* Experience in designing Reports and Dashboards.
* Exposure across Project Development Lifecycle (PDLC).
* Experience in problem solving with strong technical background.
* Experience in administration Setup like Manage Users, Security Controls and Data Management in Salesforce.com.

***Certification***

* **Salesforce Certified Administrator (201).**

***Achievements***

* Awarded **cash** **prize** and “**Pat on Back**” recognition from Arden Telecom Private Limited for working beyond expectations in different projects.

***Job Experience***

* Working as a “**Salesforce Administrator/Developer**” for **Ashray Akruti, Hyderabad Telangana.**

(October2019 to Till date)

* Worked as a “**Senior** **Software Engineer/** **Salesforce Administrator/Developer”** for **Arden Telecom Private Limited, Jaipur, Rajasthan.**

(April 2016 to October2019)

* Total IT Experience: 4+ years (April 2016 to till date).

***Educational Information [Highest Qualification]***

* B.Tech with 6.83 CGPA from Vivekananda Institute of Technology, Odisha (under BPUT) in 2014.

***Project Experience***

**1.**

**Title**  **:**  Nonprofit Cloud

**Client**  **:**  Ashray Akruti

**Role**  **:** SFDC Developer

**Technologies** **:** Salesforce

**Duration** **:** October 2019 to till date.

**Role and Responsibilities-** Worked as a SFDC developer. As a team member I was responsible for

* Productively gather feedback from users.
* Create and maintain fields, UI, reports, dashboard, campaign and other Salesforce.com objects and functions.
* Monitoring active project applications:

1. Community outreach Application
2. Payroll Application
3. Donation Management Application
4. Donor Management Application
5. HR Application

* Creating new applications:

1. Hearing Clinic Application
2. Audio Therapy Application
3. Multimedia & Animation Application
4. School Management Application

* Create, enhance and maintain workflow, process builder, function and configuration within the Salesforce environment.
* Maintaining donations data parallel to Tally.
* Design, create and maintain user role, profile and role hierarchies.
* Build and manage reports & dashboard folders reps to improve donation efficiency.
* Continually seek ways to further enhance the end-user experience.
* Create and administer training to existing or new user/group.
* Provide one to one training to end-user on an on-going basis.
* Also Working with Salesforce Pardot Application, which is related to marketing application.

Works as

* Prospect Generation ​
* Campaign Activity​
* Email System​
* List Email & One To One Email​
* Email Template Function​
* Social Media Posting Function​
* Campaign Report overview Function​
* Landing pages ​
* Forms ​

**2.**

**Title**  **:**  eCommerce (Service Cloud)

**Client**  **:**  Abbott

**Role**  **:** SFDC Developer

**Technologies** **:** Salesforce

**Duration** **:** June 2018 October2019

**Role and Responsibilities** -Worked as a SFDC developer. As a team member, was responsible for

* Creating custom objects and fields.
* Automated business processes using workflow & approval process.
* Implemented business logic using trigger and validation rules.
* Set-up Email-to-case and Web-to-case.
* Wrote de-duplicate rules.
* Created reports and dashboards to increase the sales management visibility.
* A 24x7 production support engagement - production service requests/ticket resolution.
* I was mainly involved in Salesforce configuration work such as sharing settings, mass transfer of records.
* Resolved issues for the business in the form of tickets; more than 1000 tickets resolved till date for business.

**3.**

**Title :** eCommerce (Sales Cloud)

**Client :** Abbott

**Role**  **:** SFDC Administrator

**Technologies** **:** Salesforce

**Duration** **:** March 2017 to May 2018

**Role and Responsibilities** -Worked as a SFDC admin. As a team member I was responsible for:

* Creating users, profiles, roles and maintaining security in organization as per business process.
* Implementation of Record-Level and Field-Level security and configuration of their sharing settings.
* Loaded the data into sandboxes for testing and verified the data correctness. Fixed the data change issues by changing the backend logic.
* Found the possible issues in the dry runs, rectified them before the production deployment which led us to successful completion of data migration.
* Given support post production deployment of data.
* Gave the training to the admin users on data migration.
* Trained new joiners and conducted “knowledge transfer” sessions.
* Built reports and dashboards to increase the sales management visibility.

**4.**

**Title**  **:**  ESS Track

**Client**  **:**  Abbott

**Role**  **:** Functional Tester

**Technologies** **:** Salesforce

**Duration** **:** April 2016 to Feb 2017

**Role and Responsibilities** -Worked as a functional tester. As a team member I was responsible for

* Interacting with clients on a regular basis.
* Test planning activities like creation of RTM, test plan, test scripts and different test cases.
* Preparing test scenarios and test cases by analyzing functional design documents (FDD) and user stories for modules as well as integration and reviewing the test cases prepared by other team members..
* Major responsibility in execution of test cases. Performed different testing such as system (Black Box), GUI, regression, sanity, integration and UAT throughout the life cycle of a release.
* Preparing test closure document for go/no-go call.

***Personal Skills***

* Good analytical skills and ability to try different things to find out new and best approach and solutions.
* Zeal for perfection and tendency to deliver more than expected.
* Always interested and willing to learn and ability to grasp new things quickly.

***Personal Information***

Name : Pawan Kumar

Father’s name : Bhola Prasad Sah

Date of birth : 29th November 1992

Nationality : Indian

Gender : Male

Marital status : Single

Languages Known : English, Hindi.

Current address : Hyderabad, Telangana

Permanent Address : Deoghar, Jharkhand

***Declaration***

I hereby declare that the above written particulars are true to the best of my knowledge.

**Place: Hyderabad Telangana**

**Date:**    **Pawan Kumar**