



SHRIKANT BHARGAVA

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Professional Summary:

- Over **6+ Years** of professional experience with **Salesforce CRM** platform as Salesforce Admin working with **Sales & Service Cloud**.
- Ability to understand and translate business requirements into an effective Salesforce solution that promotes high performance and an optimal user experience.
- Proficient in **security and sharing rules** at object, field, and record level for different users at different levels of organization. Worked with validation rules, roll up summary fields, formula fields, page layout customization, page layout assignment, record types based on profiles.
- Expertise in customizing various **Salesforce.com** standard objects like Accounts, Cases, Leads, Contacts, Opportunities, Products and Price books, Campaigns, Forecasting, Reports and dashboards.
- Worked on sales cloud module such as **web-to-lead**, auto-response rules on standard objects like account, contact, lead, campaigns.
- Experienced on the service cloud module such as **web-to-case**, escalation rules, and assignment rules.
- worked with de-duplicate tools like **duplicate check and dupeblocker** to clean the duplicate/dirty data in the org.
- Experienced in Creating **Roles, Profiles, Email Services, Page Layouts, Workflow Rules and Actions and Approval Process, Permission Set, Group, Queue, OWD, Security, Role, Profile**.
- Worked extensively with Salesforce **Process Builder** and **Salesforce Flows**. Involved in migration of existing workflow rules to flows.
- Generated revenue recognition status automatically with **Salesforce CPQ**.
- Hands on experience with **Flow**.
- Hands on experience with **Workbench, VS Code, Import, Export, Data Loader**.
- Converted products to assets, an add-on to an existing contract, renew a deal and give the customers the best price of the client with special offers with **Salesforce CPQ, Zoura**.
- Worked on integration of salesforce with **Conga Composer, Boomi and DocuSign**.
- Involved in integration of **Qualtric Survey with Salesforce custom Intergration**.
- Involved in integration of **RPA with Salesforce to read the Salesforce case data inside RPA Bot application**
- Creating of **connected** app for Integration and work on the **POSTMan** to Validation the connection and retrieve the data via api
- Hands on experience managing **multiple projects** and **iterations** within the **CRM application**.
- Experience in developing **web interfaces** for clients both through **Force.com** Sites and standard web technologies including but not limited to **HTML, CSS, XML and JavaScript**.
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical, presentation and interpersonal skills.
- Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.
- Hands on Experience on **Deployment** via **change set** and code compare, backup in repository.

Technical Skills:

Salesforce Technologies	Salesforce CRM, Salesforce SFA, SOQL, SOSL, Visualforce Pages/Components, APEX, Workflow and Approvals, Dashboards, Reports and Dashboards, Case Management, Custom Objects, Sales Cloud, Service Cloud, Salesforce lightning components (AURA and LWC), Salesforce Flows.Deployment ,AppExchange,Manage Package.
Tools	Eclipse, Force.com Eclipse IDE Plug-in, Force.com, Force.com Data Loader, Force.com Excel Connector, Force.com Platform., JIRA, Azure DEVOPS, Conga Composer, Dell Boomi, DocuSign,POSTMAN, ZOHO CRM,ZOHO Desk,Zoominfo,Marketo,Clodura
Languages	Apex Basic, Java Script, SOQL, SOSL.
Deployment	Changeset, DevOps Center
Database	Oracle, SQL Database.
Data Migration	Data Loader, Salesforce Inspector.Workbeanch
Platform	Windows, MAC, Linux.

Professional Experience:

Client: Trinet Zenefits, CA

(Duration: Nov 2022 – Current)

Role: Salesforce Admin

Responsibilities:

- Worked closely with stakeholders and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com**.
- Maintained salesforce platform by **monitoring support tickets**, user issues and employee workflows.
- Developed **customization and configuration** for various functional needs in the application.
- Used **SOQL** and **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Worked on the service cloud module such as **web-to-case**, escalation rules, assignment rules.
- Involved in **migration of existing workflow rules to salesforce flows**.
- Developed reusable Salesforce **Aura Lightning components**. Built Custom Lightning App Home Pages, App Pages, and Record Pages
- Worked extensively with **Salesforce Flows** for automating several business scenarios.
- Worked on building **Reports and Dashboards**.
- Implemented custom **validation rules, formula fields, custom formulas, Email Templates, Assignment Rules** and Auto-Responses for Cases and Leads.
- Scheduled and monitored **Boomi Processes** and troubleshooted them.
- Worked with **Zuora CPQ** for creating Products and Product Bundles, streamlined the Quote flow, added validation rules on Zuora side, created new subscriptions and amended the existing subscriptions by syncing SFDC with Zuora.
- Involved in release management using Change sets.
- Worked with **DocuSign** for generating envelopes and sent the DocuSign envelopes for signature.
- Worked with **Permission Sets, Page Layouts, Lightning Page customization, Field level and Object level security and sharing settings**.
- Worked in **Agile** environment.
- Involved in **Data Migration using Salesforce Inspector**.
- **Deployment for All salesforce related ticket Dev or Admin to Production Org.**
- **Code Coverage** check and **Validate changes** in the Production Org.
- Worked on **Backup and Release Update** for salesforce application.
- USER Access management and User Onboarding in Salesforce CRM (900 Plus user).
- User training for Salesforce CRM.

- Involved in **SSO Setup with OKTA and Microsoft AD**

Client: Calsoft, USA.

(Duration: Mar 2020 – Nov 2022)

Role: Salesforce Admin

Responsibilities:

- Worked closely with stakeholders and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com**.
- Maintained salesforce platform by **monitoring support tickets**, user issues and employee workflows.
- Developed **Apex Triggers** for various functional needs in the application.
- Used **SOQL** and **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Worked on the service cloud module such as **web-to-case**, escalation rules, assignment rules.
- Involved in **migration of existing workflow rules to salesforce flows**.
- Developed reusable Salesforce **Aura Lightning components**. Built Custom Lightning App Home Pages, App Pages, and Record Pages
- Worked extensively with **Salesforce Flows** for automating several business scenarios.
- Worked on building **Reports and Dashboards**.
- Implemented custom **validation rules, formula fields, custom formulas, Email Templates, Assignment Rules** and Auto-Responses for Cases and Leads.
- Worked on integration of salesforce with **Conga Composer**.
- Involved in integration of **Conga Composer with salesforce to customize, streamline and scale document generation and reporting for Salesforce**.
- Worked with **Permission Sets, Page Layouts, Lightning Page customization, Field level and Object level security and sharing settings**.
- Involved in **Data Migration using Salesforce Inspector**.
- Designed and developed **Service cloud** and integration.
- Worked on scrum process which is part of **agile** methodology.
- Deployed metadata from Sandbox to live environment using **Gearset**.

Client: Infobeans.

(Duration: Sep 2018 – Dec 2019)

Role: Salesforce Admin

Responsibilities:

- Used **SOQL** and **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Developed reusable Salesforce **Aura Lightning components**. Built Custom Lightning App Home Pages, App Pages, and Record Pages
- Worked with creation of **Reports, Dashboards, Workflow rules, Process Builder, Approval Process** to meet the business needs.
- Worked with **Permission Sets, Page Layouts, Lightning Page customization, Field level and Object level security and sharing settings**.
- Involved in Data Migration using **Data Loader, Salesforce Inspector** as well as 3rd party tools like **Informatica and MuleSoft**.
- Involved in release management using **Git Hub**.
- Worked on sales cloud module such as **web-to-lead**, auto-response rules on standard objects like account, contact, lead, campaigns.
- Worked on the service cloud module such as **web-to-case, email-to-Case**.
- Experience in using **salesforce Flow** (also known as Salesforce Automation) to create a visual representation of a business process.
- Converted products to assets, an add-on to an existing contract, renew a deal and give the customers the best price of the client with special offers with **Salesforce CPQ**.
- Created **support guides** and conducts training for new and current Users on how to use the system in accordance with established business practices.
- Responsible for maintaining different sandboxes (Environments) like **Development, QA, and Production Sandboxes**.
- Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

Client: Race2cloud Technology, IND.

(Duration: Jun 2016 – Aug 2018)

Role: Salesforce Consultant

Responsibilities:

- Designed, developed and deployed **Apex Classes and Apex Triggers** for various functional needs in the application.
- Worked on sales cloud module such as **web-to-lead**, auto-response rules on standard objects like account, contact, lead, campaigns.
- Worked on the service cloud module such as **web-to-case, email-to-Case**.
- worked with **de-duplicate tools** like **duplicate check and apex triggers** to clean the duplicate/dirty data in the org.
- Worked on **Approval Processes and Process Builder** to fulfil the business needs.
- Implementing different types of custom fields like **Pick lists, Formula fields, Hierarchal, Lookup, Master-detail and many to many relationships**.
- Worked with **Dynamic Apex** to access Objects and Field describe information, execute dynamic **SOQL, SOSL** and **DML** queries.
- Implemented **Salesforce** Development Cycle covering extensively in **Sales Cloud** and **Service Cloud**.
- Created **Users, Roles, Public Groups** and implemented **role hierarchies, sharing rules** and record level permissions to manage sharing access among different users.
- Created **workflow rules** and defined **related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
- Customized the Reports **and Dashboards** to track the usage for productivity and performance of business centers and their sales teams.
- Involved in **data mapping and migration of data** from legacy systems to **Salesforce.com Objects and fields**.
- Worked in **Agile methodology Process** attended daily standup calls.
- Used **Data Loader** to migrate records to **Salesforce**.
- Involved in release management using **GIT**.

Education:

Masters Degree-(MCA) from Rajiv Gandhi Proudyogiki Vishwavidyalaya, Technical University with 7.7 CGPA in 2015.

Bachelors Degree-(BCA) From Barkatullah University with 68 % in 2011.

Salesforce Certificate- Salesforce Certified Administrator and Salesforce Certified Associate

Trailhead- 100 Plus Badges and Salesforce Ranger