

TILAK SINGH
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SUMMARY

- ❖ 1.6 years of experience in Salesforce Administration, Development and CPQ Development.
- ❖ Worked on different FMCG Projects along with SFDC Configuration and Implementation.
- ❖ Work experience in SFDC Administrative tasks like creating Custom Object, Fields & Relationship, Page Layouts, Record Type and Field set.
- ❖ Create & Maintain the multiple user's Profile, Permission set, Role hierarchy, Security, sharing rule and other salesforce.com out- of -box access features.
- ❖ Knowledge in designing Custom Formula Fields, Cross- object formula field, Field Dependencies and Picklist value set.
- ❖ Maintain and customize all aspects of the salesforce platform including Apps.Management Validations, Workflows, Process Builder and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- ❖ Worked on different CPQ configurations and data loads.
- ❖ Hand on experience on tools like Data loader and Work bench.

EXPERIENCE HIGHLIGHTS

Designation- Salesforce CPQ Administrator

Duration- Aug 2020 to March 2021

Project Description: This project is a Salesforce CPQ implementation. We have used most of the key functionalities in available in Salesforce CPQ like Product bundles, Price Rules, product rules, Advanced approvals.

Responsibilities:

- ❖ Setting up initial CPQ configuration including AppExchange installation, app setup and permission set assignments.
- ❖ Setting up Products, Bundles with Product Options & Features.
- ❖ Implement and configure the products by configuration attributes, option constraints and configuration rules.
- ❖ Worked on Discount schedules, Price Methods and Price rule.

- ❖ Worked on CPQ configuration and implementation on salesforce security model of access control and data visibility using roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
- ❖ Building Approval process using the Advanced Approvals feature.

EXPERIENCE HIGHLIGHTS

Designation- Salesforce Administrator

Duration- Jan 2020 to July 2020

Project Description: This was a Live Aria Germany Project. We have used most of the key functionalities available in Salesforce like creating object, field, new users, validations, workflows triggers, Classes etc.

Responsibilities:

- ❖ Performed the roles of salesforce admin and developer in the project.
- ❖ Worked on Managed Package and analysed the issues of end customer and fixed it and documented all the process while resolving issues.
- ❖ If there was any defect in code worked with development team and fix the root cause.
- ❖ Interacted with customer stack holders to understand their expectations from our product to help them better and conveyed the same to our BA and development team.
- ❖ Worked on salesforce security model of access control and data visibility using roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
- ❖ Worked on workbench to fetch the data and upload.
- ❖ Wrote triggers and classes.

EXPERIENCE HIGHLIGHTS

Designation- Salesforce Administrator

Duration- Aug 2019 to Dec 2019

Project Description: This was a Live GZ Poland Project. We have used most of the key functionalities available in Salesforce like creating object, field, new users, validations, workflows triggers, Classes etc.

Responsibilities:

Maintained the salesforce platform by monitoring support tickets, user issues, and employee workflows.

- ❖ Worked on salesforce security model of access control and data visibility using roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
Handled the data of users.
- ❖ Setting up initial configuration including AppExchange installation, app setup and permission set assignments.

- ❖ Worked on workbench to fetch the data and upload.
- ❖ Created reports.
- ❖ Wrote triggers and classes.

EDUCATION, TRAINING & CERTIFICATION

- ❖ BTech from BK BIET Pilani (Raj)
- ❖ Salesforce Certified Platform Developer I (PD I)