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| Manuj Pandey  **Mobile:** +91-9599104677  **Email:** manujk321@gmail.com |

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| **OBJECTIVE** |

To be an accomplished professional and use my technical skills to the best of my ability & intelligence and contribute to the growth of the organization.

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| **SYNOPSIS** |

An effective consultant with skills in team building, organization building capability and proven abilities in planning and managing resources.

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| * Salesforce.com CRM customization * Expertise in Sales Cloud, Service Cloud, Quote Templates, Application Lifecycles, Change Sets and Deployment * Standard & Custom Objects, Relationships, Workflows & Approvals, Validation rules, Data loader, Process Builder, Cloud Flow Designer(Visual Flow), Lightning Components * Administrated and monitored the company’s Salesforce CRM products. * Creating Reports and Dashboards as per the customer requirements. * Worked with senior team members for analysis of each product and optimization of existing products. * Develop effective working relationships with customers through regular meetings to identify and obtain further sales and business development opportunities. * Implementation of Security Control features-Organizations Wide Defaults, Sharing Rules, Roles, Profiles, Permission Sets. * Apex,Visual Force, SOQL,SOSL, Aura Components * Managing the customer journey (customer relationship management) timely delivery etc. |  |  |

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| **EDUCATION DETAILS** |

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| **Bachelor of Technology(Computer Science and Engineering)** | College of Engineering Roorkee(UTU University) | 2010-2014 | 64.32 |
| **Class 12, C.B.S.E.** | Mount Carmel School, New Delhi | 2009 | 85.2 |
| **Class 10, C.B.S.E** | Vishwa Bharati Public, New Delhi | 2007 | 91 |

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| **WORK EXPERIENCE** |

**Cvent Inc.**

**Role: Senior Salesforce Administrator**

**May 2019 till present**

**Working as Salesforce Administrator while providing support to end users and coordinating with internal stakeholders. Following are the key highlights:**

* **Handling production support**
* **Managing Service and Sales Cloud Implementation**
* **Salesforce CPQ Process Implementation and Support**
* **Execution of agreement process through DocuSign**
* **Expertise on Force.Com platform functionalities**
* **Enhancement of analytics through Conga Templates**
* **Tracking Project Lifecycle on JIRA**
* **Code reading to debug development bugs/issues**
* **Hands-on experience on VS Code editor, Azure GIT services**

**Hindustan Times Media Pvt. Ltd.**

**Role: Assistant Manager(Media Marketing)**

**Apr 2018 to April 2019**

**Worked as both Business Analyst and Salesforce Consultant while coordinating with Marketing and IT Team.**

**Projects Undertaken**

* **Data Migraton of Advertisers (Full Time)**
* Implementing date clean up operations to eliminate duplication
* validating user's progress with client through automation.
* Addressing users'' issues related to data access and maintaining coordination with the development team in order to augment future releases in the CRM.
* **Scheduled Report Notification of Users' Activity**
* Deployed automation to track Sales User's CRM activity on regular basis.
* Salesforce automation capabilities involving Process Builder,Visual Flows and Batch classes were used to calculate and classify the data into following categories:

1. Last 2 Months

2. Current Month(MTD)

3. Last 2 Days

* The above matrices are useful parameters for Reporting Managers of users to link activities with productivity of the team.
* The scheduled notification also keeps the Manager updated of his team's progress over the last two days along with current month data.

**Navatar Consulting Pvt. Ltd.**

**Role: Salesforce Administrator**

**March 2016 to Apr 2018**

**Customizing client's CRM product according to specified business logic and requirements. Creating, optimizing and maintenance of automation and data of client's product.**

**Projects Undertaken**

* **Telstra Implementation**

Telstra Corporation (Apr 2016 to Jul 2016)

The aim of the project was to migrate the data and implement the business logic along with user hierarchy of the client's organisation in Salesforce CRM.

Highlights of the project included:

* + Gathering requirements related to existing business objectivity and users' role hierarchy.
  + Timely implementation of customization-metadata setup and automation in accordance to client's business requirements.
  + Building dynamic security access for users in the CRM.
  + Creating Reports and Dashboards for highlighting business analytics and general trend of growth.
* **ICG Secondaries Onboarding**

ICG Secondaries (Mar 2017 to May 2017)

* Involved in building customization and bridging the gap between product functionality and customer's business requirement.
* Implemented automation to track down multiple deals being generated across a Company(Target in CRM) and Funds associated with it.
* **Peterson Partner's Implementation**

Peterson Partners (Jul 2017 to Mar 2018)

* Aided in the implementation of customization in the CRM based product of the client.
* Gathered requirements from the Success Manager and also developed analytics(Reports and Dashboards) in accordance to the business requirements.
* Developed automation in coordination with the Data Analyst and Success Manager to aid users' activity in the CRM.
* Provided tracking of the Activities through Salesforce's native functionality of Tasks and Events in order to provide business development related information related to Accounts and Contacts.

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| **STRENGTHS** | | |
| * Believe in teamwork & co-operation * Good Communication and Presentation Skills * Confident and Possess Time management skills * Can handle and work efficiently under pressure * Training subordinates about the client related project requirements. |
| **PERSONAL DETAILS** | |

**Date of Birth** 7 September 1991

**Mother’s Name** Smt. Vandana Pandey

**Father’s Name** Shri. B.C.Pandey

**Nationality** Indian

**Address** C-240 Nanakpura South Moti Bagh Delhi-21

**Marital Status** Single

**Hobbies/Interests** Playing outdoor sports (basketball, football,badminton) listening music, networking, travelling