CAREER OBJECTIVE

“Looking forward to be a part of and learn with a leading organization, which provides challenging and creative environment where I can utilize my knowledge and skills for the development of the organization and build a career for myself.”

PROFESSIONAL SUMMARY

* **Associate Consultant** at **GEP** Solutions Pvt Ltd
* **Associate Consultant** at **Capgemini** Technology Services India (Formerly IGATE).
* Received **Project Star Award** (2017) in Capgemini
* Around 4 year and 5 Months of experience in **Salesforce CRM** application configuration & Customization
* Have good hands on experience in configuration and development and implementation of application using salesforce technologies (Apex, Reports, Dashboards, etc.).
* Around **4.8** years of experience in IT
* Three months training in Java(Igate, Bangalore)
* Have worked on feature implementation Involved in unit testing.
* Good analytical and problem solving skills.

TECHNICAL SKILLS

**Salesforce Languages** : Apex, Visualforce Pages, Aura Component(In Lightning)

**Java Technologies :** Core Java, Advance Java

**Web Technologies** : HTML, CSS, JavaScript

**Database** : Oracle, MYSQL

**Environment :** Sales Cloud, Service Cloud, Marketing Cloud, CPQ(In Salesforce)

EDUCATION

* Completed **Bachelor of Engineering** in **Computer Science** from Global Institute of Technology Jaipur(Raj.) with **76%** (Year 2015)
* **HSC** Rajendra Marg Senior Secondary Educational **81%(PCM)** in **RBSE** medium (Year 2011)
* **SSC** from Adarsh Vidhya Niketan High School Bhilwara with **89%** in **RBSE** medium (Year 2009)

FUNCTIONALITY

* Team Building, Analytical, Logical, Communication and Interpretation Skills,
* Managing requirement gathering, system analysis and finalization of technical/functional specification
* Defining best practices for project support and documentation
* Managing smooth implementation and testing of application
* Cooperating & communicating with other team members for efficient management work
* Managing & providing technical guidance/support to the project team
* Delivering & implementing the project as per scheduled milestones
* Defining suitable methodology to undertake the project with the available inputs for the requisite output
* Interfacing with clients for business requirement gathering conducting system analysis and finalizing functional specification
* Provided KT to new people who joined the Project
* Identifying documents related to components and maintaining detailed study of the same as per the requirement

Certification Acquired

* Salesforce.com Certified Force.com Administrator(Admin-201)
* Salesforce.com Certified Force.com Developer PD1 (DEV-401)
* Salesforce.com Certified Force.com Service Cloud Certification
* Salesforce.com Certified Force.com Sales Cloud Certification

PROJECTS

**1)**

**Institution: GE**  Duration: MAR 2016 –MAR 2019

**Project Name: GE DIGITAL**

**Description**:

This project involved in producing power and cooling products, distributed control systems, remote

monitoring and diagnostics, and support services including the design and commissioning of pre-

engineered systems.

Industries served include OEMs, power, oil and gas, manufacturing, military and

aerospace, mining and metals, telecommunications, and water and wastewater industries.

It had implemented BigMachines along with Salesforce and Flexera an on-demand software solution for Product Configuration, Pricing, and Quotation (CPQ), for cloud applications that aids their sales process and also provides user the ability to generate configured proposals and reports.

This Project implemented E-Commerce Framework which is user friendly and one which ensures quicker turnaround for the sales process life cycle.

**Key Responsibilities:**

* Understood business requirements for the project
* Providing support on different tools(Brainshark/Dealmaker/inContact)
* Development and bug fixes using Process Builder, Custom Settings, Workflow Rules, Validation Rules, process builder.
* Extensively worked on solving tickets and issues raised by users in the production org.
* Dealing with all SFDC customization setup
* Experienced in environments requiring direct customer interaction during specifications and implementation phases
* Creation of validation rules,workflow rules,sharing rules,email templates as per user requirements
* Create different reports and dashboards
* Used OWD,Role Hierarchy,Profile,Permission sets and other sharing settings to define org access to different users
* Extensively used Data Loadaer,Data Loader IO
* Worked with team to resolve configuration issues
* Provided on call production support
* Took part in deployments using change set
* Created Lead Processes
* Created Lead Assignment rules and case Assignment rules
* Working on CPQ BigMacine using Flexera and SAP

**2)**

**Institution: GEP**  Duration: APR 2019 –Continue

**Project Name: Salesforce Implementation For Marketing**

**Description**:

* GEP unified approach to Procurement and supply chain solutions delivery – integrating strategy software And managed services – helps clients achieve their strategic, operational and financial objectives
* It had integrated two salesforce system into one and updated the salesforce version to Enterprise edition
* Prepare custom prospect/client solutions to be presented within the Interact Suite.
* Work directly with Sales, Strategic Services, Professional Services and Digital Services to collaborate on and develop the overall Solution Presentation. Serve as the technical expert during the sales cycle
* Assist in the creation of technical account configuration documentation and technical statements of work.
* Prepare and provide client facing technical follow-up calls and documentation
* Work directly with Sales,BD Rep, And TSO Team to collaborate and generate prequalified contact
* Integrated Different system to salesforce so that all the details related to contact will be available on one platform
* Working as salesforce business analyst taking care of all SFDC Requirement

**Key Responsibilities As Salesforce Analyst:**

* Understood business requirements for the project
* Managed Salesforce requests/issues for 2,500+ Salesforce total end users
* Facilitated and led group discussions to elicit requirements in JAD
* Worked closely with the development team to customize, develop, design and manage ongoing system solutions to meet the organization’s goals
* Customized various Salesforce.com Standard Objects Leads, Account, Contact, Opportunity, Activities and custom objects
* Providing support on different tools
* Developed document working prototypes and workflow diagrams to facilitate better system understanding
* Development and bug fixes using Process Builder, Custom Settings, Workflow Rules, Validation Rules, process builder.
* Dealing with all SFDC customization setup
* Experienced in environments requiring direct customer interaction during specifications and implementation phases
* Creation of validation rules,workflow rules,sharing rules,email templates as per user requirements
* Create different **reports and dashboards**
* Used OWD,Role Hierarchy,Profile,Permission sets and other sharing settings to define org access to different users
* Extensively used **Data Loadaer,Data Loader IO**
* Worked with team to resolve configuration issues
* Integrated Pardot with salesforce, and build system so that Lead can flow from marketing to salesforce
* Upgrade salesforce Version to Enterprise Addition
* Prepare custom prospect/client solutions to be presented within the Interact Suite. Work directly with Sales, Strategic Services, Professional Services and Digital Services to collaborate on and develop the overall Solution Presentation. Serve as the technical expert during the sales cycle
* Assist in the creation of technical account configuration documentation and technical statements of work. Prepare and provide client facing technical follow-up calls and documentation
* Integrated salesforce with different tools like Pardot, Demandbase
* Integrated Pardot with other tool like Demandbase

**Key Responsibilities As Pardot Admin:**

* Understood business requirements for the project
* Help in business transformation by promoting marketing process automation via email marketing
* Engage with the leads and converting more of leads to marketing qualified Leads
* Building highly interactive landing pages and email templates to be used in the process
* Manage pardot data into salesforce
* Working on marketing cloud using pardot and Demandbase tool

PERSONAL PROFILE

**Father’s Name** : Chandra Prakash Agrawal

**Mother’s Name** : Sudha Agrawal

**Permanent Address** : Near Pareek Hostel, Nehru Road, Sanjay Colony, Bhilwara

**Corresponding Address :** H no. 2010, ground floor, Om pranav building,

sector 1, airoli, Navi Mumbai, Maharashtra - 400708

**Languages Known** : English, Hindi, Marwari

**Date of Birth** : 22th February 1993

**Email Address**  : [vaibhavagrawalgit@gmail.com](mailto:vaibhavagrawalgit@gmail.com)

Professional Organizations

**Previous Employer** : Capgemini India Pvt.Ltd.

**Current Employer** : GEP Solutions

**Current Location** : Airoli (Navi Mumbai)

**Experience in SFDC** : 4 Years

**Current CTC :** 7.34 lakhs

**Notice Period** : 2 Month

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place:** Mumbai **(Vaibhav Agrawal)**