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| **User Profile Summary*** Extensive experience of more than **3.10 years on Salesforce.com Platform as** Salesforce Administrator & Salesforce Developer.

**Briefcase Work Experience**Persistent Systems Limited – Bengaluru/Nagpur, India – January 2018 to till dateModule Lead - Salesforce Ops Engineer* Responsible for providing Salesforce production support to approx 23000 users worldwide, developers and stakeholders and acted as primary point of contact for end user support.
* Configuration and administration of salesforce.com unlimited edition.
* Experience performing Salesforce.com Sales Cloud and Service Cloud configuration.
* Experience in both Classic and Lightning console.
* Maintained and configured Salesforce.com scopes to support vital business functions.
* Conducted project related knowledge transfer sessions to peers and interdependent onboarded team members by providing them with training sessions, communincation and documentation as needed.
* Involved in day to day activities to make teams/stakeholders functional on both management and individuals level.
* Understanding of various requirements and managed ongoing support request and administrative needs of users.
* Responsible for gathering information from the respective stakeholders and providing assistance to developers for technical issues.
* Lead the various activities like Sandbox refresh process, TAX PEAK season for the client.
* Educated end user to the new functionalities added to the systems.
* Documented multiple quality runbooks for the reference while troubleshooting the issues to help other team members.
* Work with Salesforce signature team (MCS) on various new release activities from the vendors end to get the cause and impact on our orgs.
* Hands on experience on multiple integrated systems like Siebel, MDM, Quickbase, LDAP, Jenkins etc..
* Monitoring dashboards such as Thousand eyes, wavefront, splunk.

SFclouds Technologies Pvt. Ltd. – Noida, India – March 2015 to Oct 2015Jr. Salesforce Developer* Responsible for gathering information from client and implemented on Salesfoce.com platform.
* Involved in Configuration & Customization on Salesforce.com enterprise edition.
* Binding VisualForce Pages to make it use dynamically with cotrollers & extensions.
* Salesforce.com App/Metadata migration using ANT Tool from one org to other.
* Data migration using Data Loader, Import wizard.
* Hands on to create triggers and test classes as per the requirement.

**Graduation cap Education****Bachelor of Engineering** in Computer Science & Engineering from NIRT Bhopal – 2010-14.**List Project Details****T4i Engineering Ops, January 2018 - till date****Client**: Intuit Inc.**Company :** Persistent systems limited.**Role**: Salesforce Ops EngineerThe solution intends to develop and sell financial, accounting and tax preparation software and related services for businesses, accountacts and individuals with following products : Turbotax – Offers basic, standard, premier and home business versions as well as for preparing multiple returns.Quickbase – Business accounting and financial management software offered in Easycart, Pro and premier version.Mint – Web-based personal finance services.Proconnect – Professional tax solutions. **Responsibilities**:* Daily administration and support os Salesforce application, including system configuration and ongoind maintainance.
* Responsible for providing Salesforce production support to approx 23000 users worldwide, developers and stakeholders and acted as primary point of contact for end user support.
* Monitoring dashboards such as Thousand eyes, wavefront, splunk and work with concerned teams as per the alerts to troubleshoot the issue.
* Responsible of various requirements and managed ongoing support request and administrative needs of end users.
* Prepared the implementation plan and provided support during the release.
* Performed data loader operations for data migration.
* Responsible to provide technical support on PEAK TAX Season.
* Maintained and configured Salesforce.com scopes to support vital business functions.
* Customer communication & Team support.

**Environment**: Salesforce.com, Force.com.**Worked Tools/Technologies:** Salesforce.com, Force.com. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**SFclouds, March 2015 – October 2015****Company**: SFClouds Technologies Pvt. Ltd.**Role**: Salesforce DeveloperHandled a huge Data (approx 10,50,000) with the attachments for each rows records in excel sheets and migrate them in Salesforce org with Data loader. **Responsibilities**:* Using V-lookup in excel sheet merging multiple columns from different sheets with respect to each other to make a final sheet for migration.
* Migrating (approx 10,50,000) attachments with respect to their contacts by setting a path in excel sheet.
* Configuring Custom attachments Objects because of limits on standard attachment.

**Environment**: Salesforce.com, Force.com.**Worked Tools/Technologies:** Salesforce.com, Force.com. | **Key Skills and Knowledge****Salesforce.com CRM****Configuration –** User setup, Roles & ProfilesCustom Objects & FieldsWorkflow Rules, Process BuilderValidation Rule, Approval ProcessReports & DashboardsSecurity control, Data security.Permission sets.Page layout, Sharing Rule.Org managementWeb-to Lead, Web-to-caseIP WhitelistingEinstein Analytics**Customization –** VisualforceTriggersClasses, Test classWeb services – REST APISite.comBatch ApexManaged packages**Other Skills**APEXSOQL, SOSL JavaScriptHTMLCSS**Tools**Eclipse IDEANT ToolJenkinsInformaticaQualtrics |

**SFclouds, March 2015 – October 2015**

**Company**: SFClouds Technologies Pvt. Ltd.

**Role**: Salesforce Developer

Student Immigration project in which student can apply for the course in overseas by attending a coaching classes. Organization will be responsible for the all the formalities for the student like all formalities from the overseas college, VISA for the students flight tickets.

**Responsibilities**:

* Configuring all the required Standard as well as custom objects with their required fields. Done Trigger for the count of no. of students related to courses, institutions.
* Binding Visualforce pages.

**Environment**: Salesforce.com, Force.com.

**Worked Tools/Technologies:** Salesforce.com, Force.com.