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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 date  Module 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 2015  Jr. 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 Engineer  The 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 Developer  Handled 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 & Profiles  Custom Objects & Fields  Workflow Rules, Process Builder  Validation Rule, Approval Process  Reports & Dashboards  Security control, Data security.  Permission sets.  Page layout, Sharing Rule.  Org management  Web-to Lead, Web-to-case  IP Whitelisting  Einstein Analytics  **Customization –**  Visualforce  Triggers  Classes, Test class  Web services – REST API  Site.com  Batch Apex  Managed packages  **Other Skills**  APEX  SOQL, SOSL  JavaScript  HTML  CSS  **Tools**  Eclipse IDE  ANT Tool  Jenkins  Informatica  Qualtrics |

**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.