|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Having 3+ years** of Total Experience in Salesforce CRM including **Salesforce Administration,** **Sales Cloud, Service Cloud, and Non-Profit Cloud, and have some knowledge regarding Health Cloud. I am Certified Salesforce Administrator (ADM201)**, **Salesforce Service Cloud Consultant.**  I am Looking forward to work as a Salesforce Administrator in a reputed organization where I can use my knowledge and skills to maximum extent.    **Work History**     |  |  |  |  | | --- | --- | --- | --- | |  | 2017-10 - Current |  | **Associate in Technology**  *Lirik Infotech Pvt Ltd, Gurgaon, Haryana*  **Project 1:**  **FullCast.io**  **Role: Salesforce Administrator**  **Description:**  The fullcast.io platform delivers an agile sales operations infrastructure to optimize the design of the go to market plan, configure the CRM to support the unique needs of each customer's sales rhythm, and to manage the requisite data hygiene associated with the motion of a growing sales organization.  **Project 2:**  **PACE (Element Care)**  **Role: Salesforce Administrator**  **Description:**  It is a Non-Profit Cloud Project. PACE at Element Care provides complete and highly personalized care to help seniors live independently, safely and comfortably in their homes for as long as possible.  Primary, specialty and emergency medical care, Home care including nursing, personal care, homemaking and meal preparation, Medications, durable medical equipment and supplies, Transportation and companion services, Adult Day Health Center including activities, exercise programs and meals, Physical and occupational therapy, Behavioral health, counseling and social work services, Assisted living and nursing home care, including respite, Dental care, Hearing aids, Acupuncture, chiropractic care and other medically necessary treatments.  **Project 3:**  **Workday (LEE)**  **Role: Salesforce Administrator**  **Description:**  Current State: There is an existing middleware that creates a bridge between Salesforce and CSOD. CSOD stores all account and contact related data as an when a new contact or account is created or updated (monitoring certain fields). This adds an additional licensing code for CSOD. Future State: To build an inhouse application (LEE) to store Accounts and contacts (Affiliation and Learners) locally and expose API to salesforce to consume and build a middleware through with Account and contacts can be pushed to LEE System. This will reduce licensing cost as well as dependency on CSOD.  **Responsibilities:**   * Creating Record Types, Validation Rules, Formula Fields, Process Builders, Workflows, Page Layouts, Document Templates, Reports and Dashboards, Custom Objects, Custom Fields. In both Salesforce Classic and Salesforce Lightning and all other good configuration work. * Performed whole Salesforce Org Migration and Data Migration. * Involved in integrating salesforce with Quota Path, DocuSign, Map my Business, Gmail. * Check the status of every issue across each modules day to day and update the team lead on daily basic through emails and status trackers. * Using Salesforce Data loader and Workbench for inserting, updating Bulk Data. * Preparing the Business Requirement Document for the Project. * I am involved in maintaining various number of users, profiles and creating various permission for them. * Proactively Interacting with the developers to make sure that they have understood the issues and involved in Defect review meetings with the client. * Involved in various Demo Sessions of the functionalities and requirement gathering with the client. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2019-09 - 2020-08 |  | **System Engineer**  *Tecnos Japan Inc, Tokyo, Japan*  Transferred to Tecnos Japan Inc., Tokyo from Lirik Infotech Pvt Ltd as an Intra Company Transferee and worked as a System Engineer in Tecnos Japan Inc. from September 2019 to August'2020 and rejoined Lirik in September' 2020.  **Projects:**  **Noevir and Elechs Kyokuto**  **Role: Salesforce Administrator**  **Description:**  **Noevir** is a Japanese cosmetic company. They use salesforce as their CRM tool. Requirement was to create lightning web component which displays and allows the user to edit their calendar. It allows the user to view the calendar to show the availability of all the users based on the filters and also edit the calendar and save it to database.  **Elechs Kyokuto** is a Japanese electrical equipment and maintenance company. Requirement was to create LWC component which allows the user to select respective reports that are to be generated through visual force pages which are rendered as pdf and attached to the custom objects files and attachments.  **Responsibilities:**   * Performing all the configurations tasks like making workflows, process builders according to the requirement and Formula Fields, Email Alerts, Email Templates, document templates, record types, Approval Processes, Sharing rules, Managed Change sets according to the requirement. * Preparing Test Summary and Test cases based on the Functional document received. * Check the status of every issue across each modules day to day and update the team lead on daily basic through emails and status trackers. * Involved in Functional, Regression, Sanity Testing. * Interacting with the developers to make sure that they have understood the issues and proactively involved in Defect review meeting. |     **Education**     |  |  |  |  | | --- | --- | --- | --- | |  | 2013-08 - 2017-07 |  | **Bachelor of Science: Information Technology**  *Inderprastha Engineering College -* Vaishali, Ghaziabad |     **Certifications**     |  |  |  |  | | --- | --- | --- | --- | |  | 2018-03 |  | Salesforce Administrator |  |  |  |  |  | | --- | --- | --- | --- | |  | 2020-05 |  | Salesforce Certified Service Cloud Consultant |     **Interests**    Dancing, Cooking, Travelling, Playing Cricket, Basketball, Badminton, Listening to Music | Profile photo for Hemant Saraswat  HEMANT SARASWAT  Salesforce Administrator     |  | | --- | | **Contact** |     Address  Gurgaon, Haryana, 122017  **Date of Birth**  10th July’1994  Phone  +919811513568  E-mail  hemantsaraswat46@gmail.com  LinkedIn  www.linkedin.com/in/hemant-saraswat-88562a126     |  | | --- | | **Skills** |     Programming Languages: Basic knowledge of Core Java with Selenium WebDriver, HTML, APEX, VISUALFORCE  Database: SQL    Proficient in Salesforce Administration, Service cloud, Sales Cloud, Health Cloud.    Proficient in Configuring Page layouts, Created custom objects and fields ,User Management, Formula Fields, Workflows, Email Alerts, Email Templates, Process Builders, document templates, record types, data fields, Approval Processes, Sharing rules, Managed Change sets, Extended Mail Merge, Lead Management, Opportunity Management, Account and Contact Management, Case Management, Implementing Service Cloud Features, Configured Formula Validation Rules.    Implemented & maintained reports and dashboards.    Managed sandbox environments       |  | | --- | | **Languages** |     English    Hindi    Japanese |

.