SAURABH KUMAR

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| PROFESSIONAL SUMMARY

An IT professional with more than 4 years of experience working with different technologies.

| WORK HISTORY

Senior Process Associate

Tata Consultancy Services   07/2017 – till date

- Strong knowledge of Salesforce administration, configuration, reporting, and user management skills

- Maintain and manage SFDC security including roles, profiles, sharing rules, users, page layouts, email Services, approvals, enhance and create workflows, groups, functions, and configurations within the Salesforce.com environments

- Create, customize and maintain reports and dashboards based on needs.

- Understanding & knowledge in SFDC development using Apex classes, Apex Triggers, Test Classes, Asynchronous Apex and SOQL by keeping in mind SFDC governor limits.

- Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the SalesForce.com development.

- Ability to prioritize tasks, identify trends and manage escalations with appropriate status updates and communications with stakeholders.

- Facilitated requirement gathering and alignment with business and technology partners, while supporting projects under the direction of the leader or project manager

| SKILLS

- CRM TOOLS: Salesforce.com
- Salesforce Administrative Task
- Apex
- Synchronous & Asynchronous Apex
- Report & Dashboards
- Basic of Lightning components
- BMC Remedy
- Incident Management

| EDUCATION

Graduation
B.Tech (Electronics & Technology**)**
Noida Institute of Engineering and technology ,U.P – 62%
XII
R.B.S College, Bihar – 71%
X
St. Paul's high School, Bihar – 68%

| CERTIFICATIONS

- Certified Platform Developer 1

- Solved complex system and system-related problems, resulting in timely and accurate document reporting and project team communication
- Interfaced with end users to document requirements and develop effective solutions
- Working experience on BMC Remedy tool for incident management.
- Responsible for configuring & monitoring the DSLAM, Node, copper & Fibre lines.
- Provided Remote support using multiple remote tools for technical faults.

Technical Support Executive

Globtier Infotech Pvt. Ltd.   09/2016 - 07/2017

- Worked as an incident management specialist.
- Installation & Configuration of Network printers & Scanner and its troubleshooting.
- Skilled to upgrade the Operating systems like windows, Mac to its latest version.
- Provided Remote support using multiple remote tools for technical faults.
- Printer Management, Office product support.
- Developed and implemented training initiatives for new hires.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Worked with senior management to initiate new projects and assist in various processes.
- Supervised technical support staff service operations and assisted with maintenance advisory.

Personal Details

Date of Birth	:	20th March, 1993
Father's Name	:	Mahesh Prasad Singh
Languages known	:	Hindi & English