ABHISHEK DWIVEDI

### **Salesforce** Engineer

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##### Salesforce Engineer more than 4.5 years of experience on Salesforce platform handling multiple enterprise level CRM Implementations in healthcare, manufacturing and market research & providing consulting with capabilities of Salesforce.com.

#  SKILLS

**Business Analysis**

**Consistent**

**Organized**

**Requirement Gathering**

**Problem Solving**

**Decision Making**

**Teamwork**

**Adaptability**

**Time Management**

**Presales**

**Salesforce.comAdministration**

# CAREER SUMMARY

* Hands-on experience of working and providing solutions based on Sales, Service and Community Cloud with strong hold on SFDC conﬁguration skills.
* Experienced in demonstrating product features and conducting BPR and requirement gathering sessions with the stakeholders, business team and preparing business requirement documentations and user stories encompassing technical and functional requirements.
* Experienced in conducting knowledge transfer sessions and working closely with DEV and QA Teams to customize,design, develop and manage ongoing system enhancements.
* Experienced in end user trainings and preparing user manuals to help them understand end to end ﬂow of application.
* Experienced in pre-sales consulting for high level requirement understanding for preparing POCs and demos for prospects.
* A team player, keen and consistent learner with good reporting, problem solving and decision-making skills.

**WORK EXPERIENCE 4.5years**

**Lucid LLC**  *August 2018 – Present*

**Salesforce Engineer**

**Functional area and Responsibilities** *Gurgaon* Salesforce Engineer in the Business Automation Team of Lucid LLC.
Salesforce Certified Administrator, Salesforce Certified Platform developer 1

Worked on flow,chatboot,process builder,quip

Business automation for stakeholders project end to end implementation like

Reconciliation request,invoice items,project escalation

Worked with jira,agile methodology,troops,zapier integration.

 **Virtual Employee** March 2015-June 2017

 **salesforce adminstrator**

**Functional area and Responsibilities:**

 SalesForce.com development experience in a multi-tiered release environment, including hands-on configuration and release management experience.
 Knowledge of AppExchange.
Strong technical lead and programming experience with and knowledge of :
**SQL

Scripting**
SFDC programming environments (Apex, Visualforce, etc.)

Workflow rules,permission, Apex Triggers , Validation rules.

Strong knowledge of the architecture and working principles of:

**Salesforce**.com configuration ,SFDC integration third party , Data Loader.

 Force.com custom development using **Salesforce** objects and entities including Page Layouts, Standard and Custom Objects, Approval Processes / Workflows, Apex and Visualforce Code.

**Salesforce** Sales Cloud (CRM sales app)

**Salesforce** Service Cloud (social customer service app)

Self-starter with confidence to take ownership of project work and developing client relationships.

Strong documentation skills.

**IT Geeks Pvt Ltd** July 2017- June2018

Designation: Salesforce consultant

Data Security,Triggers,VF component ,Data Loader

Hands on experience on Process Builder .

Banking app monitoring ,sales ,income,chargeback.

 **TUTOR PACE (Online tutoring Company)** Sep 2011 - June 2012

**Designation: - Senior Scheduling Coordinator**

Functional area and Responsibilities

 Scheduling sessions for the tutors based on student requisition.

 Sending emails to students and tutors about the sessions.

# CERTIFICATIONS



**KEY PROJECTS**

**Presales**

Salesforce Administration, Process Automation, POC / Demo Preparation and Demonstration.

An internal project that functions to pitch business solutions to prospects by showcasing capabilities of Salesforce platformto standardize, streamline and simplify business processes and how they can use it to meet their business requirements.

* High Level Requirement Gathering and analyzing the use cases deﬁned by prospect by closely working with Sales Team.
* Demo Conﬁguration for functional implementation of use cases, conducting walkthrough sessions to Internal Presales - Sales Team and presentation of demos / POCs to prospects in different domains such as Manufacturing, Healthcare, Financial Services, Real Estate, Automotive, Education, Non-Proﬁt and Travel and Tourism.
* SFDC Conﬁguration: Object Setup, Workﬂows, Approval Process, Process Builder, Validation Rules, Entitlements, Omni- Channel, Live Agent, Macros, Einstein Chatbot, Knowledge, Communities, FSL, Forecasting, Reports and Dashboards, Salesforce1, Security Model.

#### **LifebankUSA – Celularity**

Requirement Gathering, Documentation, SFDC Administration, Data Migration, Unit Testing, UAT Conduction, Delivery.

LifebankUSA is the only family bank that offers the option to increase the number of stem cells banked by collecting blood and tissue from the placenta in addition to the umbilical cord. It was founded as a family cord blood bank in 1998, was acquired by Celgene in Nov 2002, became a subsidiary of Human Longevity Inc. in Feb 2016, and is now a subsidiary of Celularity since Feb. 2018. Since 2006, LifebankUSA has been the only company offering storage of placental blood (a patented practice), and since Nov. 2011, LifebankUSA also offers placental tissue banking.

* Requirement Understanding, Gathering and Business Requirement Documentation.
* SFDC Conﬁguration of the application as per requirements.
* De-brieﬁng the developers and monitoring their progress on various tasks allocated to them.
* De-brieﬁng the QA team and verifying the test cases to ensure veracity.
* SFDC test and production data conﬁguration as per requirements.
* Preparation of production data in correct format to ensure smooth data migration and unit testing on sandbox environment to ensure sanity.
* Conducting UAT sessions with end users and taking their feedback to ensure optimized usability of application.
* Conﬁguring Reports and Dashboards for end users as required.
* Preparing weekly status reports for the team.

#### **Xylem**

Requirement Gathering, Documentation, Salesforce Administration, Data Migration, Unit Testing, UAT Conduction,Delivery.

Xylem is one of the world's largest water technology solutions providers. While primarily targeting mining, municipal and large corporate customers, Xylem's mission statement also involves giving back to the community by providing safe water resources for villages in need around the world, as well as educating people about water and sanitation issues. It engages in the design, manufacture and application of highly engineered technology solutions for the water industry. It is leading water technology company committed to "solving water" by creating innovative and smart technology solutions to meet the world's water, wastewater and energy needs.

* Requirement Understanding, Gathering and Business Requirement Documentation.
* SFDC Conﬁguration of the application as per requirements.
* Conducting UAT sessions with end users and taking their feedback to ensure optimized usability of application.
* Conﬁguring Reports and Dashboards for end users as required.
* Troubleshooting and facilitating issue resolution by suggesting techno functional work arounds, providing single handedly post release / hyper care support to the business team and end users and implementing change requests / enhancements.
* Preparing weekly status reports for the team.

# EDUCATION

**L.M.N.U**

B.A. ENG (H) WITH FIRST DIVISION (2011)

**NIIT**

**NEW DELHI**

Diploma in software engineering with First Division(2006)

###  **Era business school**

A.I.C.T.E

### PGDM (Marketing&IB) (2014)

# SKILLS

# Salesforce: Salesforce Classic, Salesforce Lightning Experience, Sales Cloud, Service Cloud, Community Cloud, Field Service Lightning, Salesforce Analytics and Einstein, Force.com.

# Platform: MAC OS, Windows, Java, C++

##### **Presales / Delivery**: Business Analysis, POC / Demo Preparation, Project Cost Estimation, Project Discovery, Requirement Documentation, SFDC Conﬁguration.

# Tools Used:

##### Microsoft Office, Confluence, Jira, Lucid Chart, Visio, Draw.io, Apex Dataloader, Avonni Creator, Conga Composer, Docusign, Timba Survey, Wrike, Troops, Zapier, Lightning for Gmail.

# MISCELLANEOUS

# Interests: Listening music, cricket,badminton,Travelling, Cooking

# Languages: English, Hindi