

SHARAD BHAGWAN NIKAM.

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PROFILE SUMMARY

- Total 4+ year's experience with 1+ year in Salesforce.
- 1X Salesforce Certified, Double Star Ranger and 4X Super badges.
- Worked across multiple clouds – Sales, Service and Analytics clouds.
- Strong understanding of Salesforce administrative and development skills.
- Over 10 different types of reports and dashboards have been completed for points of sale in CRM Analytics as per data flow requirements, revenue requirements, etc.

CERTIFICATIONS

- Certified Salesforce Platform Developer I
- Preparing for Tableau CRM & Einstein Discovery Consultant.

ORGANIZATIONAL EXPERIENCE

Organization	Designation	Duration
Krios Info Solutions Pvt. Ltd.	Salesforce Developer	Apr 2022 - Till Date
Bajaj Electricals Ltd.	Trainee Engineer	Dec 2018 - Dec 2021

EDUCATION

- BE from Savitribai Phule Pune University
- Diploma from MSBTE
- SSC from Maharashtra State Board

TRAILHEAD SUPERBADGES

- Process Automation Specialist
- Business Administration Specialist
- Security Specialist
- Lightning Experience Reports & Dashboards Specialist

SKILLS

Tableau CRM
Lead Scoring
Opportunity Scoring
Salesforce CRM Applications
Objects & Fields Relationships
Record Types
Schema Builder
Page Layouts
Field Dependency
Validation Rule
Duplication Rule
Approval Process
Email Templates
Workflow Rule
Process Builder
Flow
Data Security Model
Data Import Wizard
Data Loader
Reports & Dashboards
Apex Class
Apex Trigger
SOQL
Lightning Web Component

Service Cloud

Case Management
Case Assignment
Escalation Rules

Other Skills

HTML, CSS

Tools

VS Code
Git/Github

SOFT SKILLS

Leadership
Business Knowledge
Sales Management

PROJECTS

Project 1: Dealer Management System

Client: Confidential

Brief: Experience Cloud and use Partner community licenses Adding Sales & Service Including Salesforce Standard & Customize Features. Provide innovative payment solutions to world-leading brands and managing all customers related business processes.

Duration: On-going

Team Size: 6

Role & Responsibilities:

- Maintain the salesforce platform by monitoring support tickets and user issues.
- Handling Salesforce Technical Support in Automotive sector.
- Coordinating and communicating with stakeholders to solve issues regarding enquiry/Booking.
- Implemented experience Cloud, Sales Cloud, Service Cloud.
- Created and maintained user profiles, workflows, dashboards on Salesforce.

Project 2: E-Gurukul

Client: Confidential

Brief: Developing a technology that allows institutions and professionals to coordinate their seminars and conferences. Professional trainers, college training coordinators, and students can all use this platform. This will be a valuable resource when planning a training session or a conference.

Duration: 2 Months

Team Size: 3

Role & Responsibilities:

- Responsible for defining project flow & design.
- Designed Feedback process for Seminar feedback.
- Developing dashboards using TCRM for TPO and Trainers.
- Designed security Using profiles, roles, permissions sets, sharing rule for data privacy.
- Designed and developed User Interface using LWC like add images.