

Shubham Bisht

Salesforce Administrator

Mobile: +91 8800361763

E-Mail: shubham22bisht@gmail.com

LinkedIn Profile: www.linkedin.com/in/bishtshubham/



Synopsis: Over 3 years of experience in Salesforce.com CRM Platform. Seasoned Salesforce Administrator with a sound record of client satisfaction. Looking forward to take my career to the next level by joining your organization.

Experience

Cvent (Dec 2017 – Present) :

- ❖ Senior Associate (Jan 2020 - Present)
- ❖ Associate (March 2018 – December 2019)
- ❖ CPQ Intern (December 2017 – February 2019)

- Activities related to SFDC, Salesforce.com **Setup, Configuration, Customization, Integration, Unit Testing & Deployment to sandbox/production** of applications to force.com platform.
- Proficient in **Triggers**, and various other components as per the client and application requirements
- Worked & experience of managing **Multiple Projects** with different teams (viz. Pricing, Financial, Enhancements) in current organization.
- Experience on Different types of Deployments like **ANT, Change Sets** and through **Workbench**
- **Data Migration** using **Data Loader** and **dataloader.io**
- Working with **Formula Fields, Validation rules, Workflows, Flows, Process Builder, Reports & Dashboard** and **Approval Process**
- Creating **Security & sharing rules** at object, field, and record level for different users at different levels of organization. Created various profiles and configured the permissions based on the organizational hierarchy
- Created and managed Salesforce.com **Reports & Dashboards** for use in Senior Management briefings & managing of company bookings pipeline.
- Managed & completed tickets in **Jira** for Salesforce which drove the sales efforts forward. Tickets include User Setup, Enhancement Requests & change sets.
- Good Level of understanding on **Sales Cloud** Salesforce.com CRM and its Development Life Cycle
- Educated team members on increased efficiency from switching from Salesforce Classic to Lightning mode which allowed the team to be more productive in their day to day roles.
- Requirement gathering from stakeholders from multiple domains viz Sales, Client Services, Finance and Technology

Birchstreet Systems (March 2017 – September 2017):

❖ Technical Support Analyst

- Worked as a Technical Support Analyst on company's prime software.
- Used **SQL** in my day to day job to fetch user requirements from **database**.
- Amongst the top performing resources in my team

Education Details:

Galgotia's College of Engineering & Technology

(2013 – 2017)

- Bachelor's Degree in Computer Science

Delhi Public School

- Intermediate & Senior Secondary School

Technology Stack & certifications:

Functional	<ul style="list-style-type: none">• Good understanding of Salesforce.com Sales Process• Expertise in Salesforce.com configuration and Force.com customization• Experienced in setting up and configuring Profiles, Roles, Permission sets and Sharing rules	
Technical	Packages/Products	Salesforce.com CRM Application, Apex Data Loader
	Languages	Apex Programming
	Database Queries	Salesforce–SOQL & SOSL
	Tools Used	Workbench, ANT

Projects

Cvent Sales Cloud Internal Project

- Trained new hires into the process as a Senior Associate by building their raw skills to become a successful business operator for the organization.
- Created Workflow Rules, Email handler services, Approval Process and Process Builder to automate Business process.
- Created new User Accounts and assigned Profiles as per their role in role hierarchy. Defined Org wide default to restrict access from users.
- Handled tickets regarding Salesforce issues from various departments like Sales, Marketing, Finance, Client Services.
- Involved in the deployment document preparation and performed deployment to another sandbox using ANT tool and Change sets.
- Participating in Bug Review meetings, updating requirement documents as per business user feedback and change /enhance functionality of application.