

Amit Jadhav

Application Support Specialist

 jadhavamit36@gmail.com  9021069957  Pune, Maharashtra

PROFILE

- Over **10 years** of IT Professional Experience and Highly analytical and detail-focused Salesforce Administrator with over **4 years** of experience leveraging Salesforce to optimize CRM processes.
- Performing Salesforce Administrator tasks like creating Profiles, Roles, Users, Approval Processes, Validation rules, Reports and dashboards,
- Hands-on experience in implementing business logic to Validation Rules, workflow, Flows, Process Builder, Field updates, Email Templates according to user requirements.
- Expertise in Data Migration tools like Data Loader, and Workbench.
- Worked on Incident Management and change management.
- Possess strong verbal and written, interpersonal, and coordinating Skills.
- Keen interest in learning new technologies and highly self-motivated.

SKILLS

SQL , SOQL

Data Management Tool :-

Data Loader, Data Import, Workbench

Reports and Dashboards

JIRA and SNOW Ticketing Tool

CERTIFICATION

- Salesforce Administrator Certified (ADM201)
- C-DAC Certified

PROFESSIONAL EXPERIENCE

Systech Corp Pvt Ltd (Client :- GENPACT)

Jan 2023 – Feb 2024

Application Support Specialist

- Configure, customize and maintain the Salesforce platform to align with business needs and process requirements.
- Solving tickets of Users using the JIRA tool.
- Design and implement custom objects, fields, page layouts, record types, and validation rules to improve user productivity and data accuracy.
- Collaborated with stakeholders to gather and analyze business requirements.

- Create and manage user profiles, roles, permission sets, and sharing rules to ensure appropriate data access and security.
- Develop and maintain reports, dashboards, and custom report types to provide real-time insights and KPI tracking for management.
- Provide end-user training and support to ensure smooth adoption and utilization of Salesforce features and functionalities.
- Conducted detailed business process analysis to identify and document business needs and opportunities for improvement.

VHS Consultancy Pvt Ltd (Client :- TCS)

Jan 2022 – Oct 2022

Salesforce Support Analyst

- Gather Information related to incidents or issues in SNOW, then determines the root cause of the problem and devises solutions to resolve the user's issue.
- Performing Salesforce activities with permission sets & sharing settings, security controls to ensure that protected data is only available to the authorized users.
- Worked on Change Management, ITIL, Incident Management.
- Knowledge in using declarative features like validation rules, workflows, approval process, sharing rules automation for satisfying complex business process automations.
- Creating/Managing Reports and Dashboards for better user experience.
- Also work in BAU Environment with stakeholders and user to complete Business requirements on time.
- Building and testing any new functionality or business requirements in Sandbox.
- Support the User requirements such as roles, profiles, record types, custom objects, picklists, and page layout customization to support vital business functions.
- Worked with senior team members to analyze of each product, to integrate new product and optimize existing products.

Principal Global Services

May 2015 – Jul 2021 | Pune, India

Analyst

- Involved in salesforce.com application setup activities and customized the apps to match the organization's functional needs.
- Translate business requirements into functional specifications and Salesforce solutions. Design process improvements and recommend best practices.
- Providing support to Salesforce users and acting as the primary point of contact for end-user support.
- Perform gap analysis between the current state and the desired future state. Identify areas of improvement and develop strategic roadmaps for Salesforce implementations.
- Knowledge in using declarative features like validation rules, workflows, approval processes, and sharing rules automation for satisfying complex business process automation.
- Develop test plans, scripts, and use cases. Conduct user acceptance testing (UAT) to ensure solutions meet business requirements and quality standards.
- Stay updated with Salesforce features, releases, and best practices. Recommend and implement continuous improvements to enhance system functionality and user experience.

Mphasis Pvt Ltd

Jul 2013 – Apr 2015 | Pune, India

Transaction Processing Analyst

- Finding the best tech solution among all possible to solve the existing business problems.
- Evaluate and select appropriate software and hardware and suggest integration methods.
- Complete daily reporting requirements accurately and timely.
- Use a case tracking system to track information, cases/ tickets, questions, and answers for every client-driven request.
- Tracking and report key performance metrics related to support requests and solution quality.
- Active participation in the testing/validating change control events, application releases, and/ or patch release during off shift change control windows or as necessary to resolve a client impacting issue.
- Handle the communication with developers to provide correct scenarios to reproduce the issues, with clear information about the expected behavior.
- Good exposure and experience on Citrix Applications, CRM (E-Case File system), PST (Production Support Tool), Mainframe Systems (Cogen/FAME/CHS).

EDUCATION

MCA

Aug 2018 | Pune, India

Jaipur National University

BCA

Jun 2011 | Nashik, India

BYK College

PERSONAL INFORMATION

Nationality :- Indian**Martial Status :- Single****Language Known :- English , Hindi , Marathi****DECLARATION**

I solemnly declare the information mentioned herein is true and correct to the best of my beliefs.

Amit Jadhav