Aman Chaudhary

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SUMMARY

To secure a challenging position with scope of future career growth, which will enable me to use my technical and functional skills in the field of enterprise level CRM applications. A result-driven, articulate, and analytical Software Engineer with 4+ years of experience in IT industry and Computer Science domain.

EDUCATION & CERTIFICATION

- Bachelor of Technology, Computer Science and Engineering, Batch of 2019 from Jaypee Guna with CGPA of 7.2
- Higher Secondary (Class 12th) in Science and Technology, Batch of 2015 from VBPS Gwalior with 75.8%
- Secondary (Class 10th), Batch of 2013 from VBPS Gwalior with CGPA of 7.0
- Salesforce Certified Administrator

WORKSHOP AND TRAININGS

- Advancement in Software engineering - Dr. Carsten Mueller
- Web development workshop conducted by Cetpa
- Salesforce Trained Graduate, E-care Technologies.

TOOLS KNOWLEDGE & SKILLS

- Database: SQL, SOQL
- CRM Tools: Salesforce.com, Salesforce CPQ and Billing
- Analytics/Programming Skills: Apex, JavaScript, Tableau, Salesforce.com Reports and Dashboards
- Project Management Tools: ServiceNow, JIRA

WORK EXPERIENCE

Salesforce Administrator/Developer at De Soto Technologies (Feb 2023 – Till Date)
- Managed Salesforce requests/issues for 1000+ Salesforce total end users.
- Supported both B2B and B2C experience sites with Visualforce and Apex classes and triggers.
- Created user groups and configured flows, workflows and assignment rules to enable proper routing of cases and leads through email-to-case and web-to-lead.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features.
- Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company.
- Designed and deployed Custom tabs, validation rules, Formula fields for custom objects, Approval Processes and Auto-Response Rules for automating business logic.
- Implemented pick lists, filed dependencies, lookups, master-detail relationships.
- Created Lightning email templates for end users with merge fields as required by business.
- Salesforce configuration changes, including (but not limited to): Flow, fields, page layouts, record types, custom settings, dashboards and reports.

Project Engineer at Wipro Ltd. (Client – Shell) [May 2020 – Jan 2023]

- Maintained the Salesforce platform by monitoring support tickets, user issues and employee workflows.
- Functional and technical support of various applications of Shell in Downstream, New Energies, etc. portfolios.
- Created and maintained user profiles, workflows, flows assignment rules, public groups, validation rules and queues on Salesforce.
- Set permissions for users using Object-Level, Field-Level and Record-Level security with best practices.
- Assisted users with building custom reports, dashboards and report folders.
- Assist with Solutions, Knowledge Management and Articles.
- Support User Management including SSO, Communities and Platform based users.
- Support as part of DevOps team with minor enhancements and bug fixes.
- Worked upon Apex classes, triggers, and visual force pages

Project Engineer at Wipro Ltd. (Client – British Telecom) [Oct 2019 – Mar 2020]

- Salesforce.com training on administrative activities.
- Worked on objects like Case Management, Knowledge and Articles, Solutions.
- Worked on Assignment Rules, Escalation Rules, Public Groups, Data Security, Reports, Dashboards and different automation tools like Workflow rules, Approval processes, Process Builder.

SALESFORCE.COM EXPERIENCE

- Expertise in flows, process builders and business process automation.
- Expertise in Salesforce configuration and app development.
- Hands on experience creating objects, fields, validation rules, formulas, reports & dashboards.
- Experience working on Assignment rules, escalation rules and auto-response rules for service cloud.
- Experience working on Ideas, Solutions, Knowledge, and articles.
- Intermediate level experience writing Visualforce and Apex classes and triggers.
- Created various types of users and implemented different data security tools on it like profiles, permission sets, roles, organization wide defaults, role hierarchies, sharing rules and manual sharing to control access to data.
- Experience with data sanitization, excel build, data load activities using Salesforce workbench.
- Detailed Knowledge of Salesforce data model and architecture.
- Knowledge around Sales Cloud, Service Cloud Out of box solution.
- Leveraged Universal Container's Recruiting app to build, implement above methodologies.

PERSONAL INFORMATION

Name	: Aman Chaudhary
Date of Birth	: 25-06-1997
Phone	: +91-9617564610
Email	: amanc50@gmail.com
Father's Name	: Mr. Brajesh Chaudhary
Mother's Name	: Mrs. Sandhya Chaudhary
Highest Qualification	: B. Tech in CSE
Linguistic Proficiency	: English, Hindi
Passport Number	: R4049546
Hobbies & Interests	: Playing Sports, Traveling, Video Games, Listening Music
Social Profile	: LINKEDIN PROFILE