Skilled professional with 7 years of experience in the Salesforce.com CRM space that includes both technology and business aspects covering the below major skills.

**TECHNICAL SKILLS**

* Development/Debugging Tools: Workbench, Putty, Toad, Data Loader
* Databases: MySQL, Oracle, SQL Server
* Operating Systems: Windows, OSX, Android
* Packages: MS-Office, Excel.

**SALESFORCE (SFDC) SKILLS**

Configured page layouts, workflows, document templates, record types, & data fields.

Developed reports, dashboards, and processes to continuously monitor data quality and integrity

Created custom objects, fields, and triggers.

Managed multiple sandbox environments.

Customized SalesForce layout & functions to best suit employer's needs.

Onsite point of contact for salesforce for the inside sales team

Managed the database for the team's regions and performed basic administration, de-duping and cleanup procedures

Managed ongoing support request and administrative needs of users

Tracked and performed daily routine necessary applications such as merging duplicates, task assignments, maintaining and upgrading security permissions, & more.

Completed work in timely manner.

Successfully participated in group projects.

**PROFESSIONAL EXPERIENCE**

HCL Technologies (23rd JUNE 2014 – 31st JAN 2016)

IDrive Software India PVT LTD(1st FEB 2016- 30th APRIL 2017)

ITC Infotech PVT LTD( 26th July 2017 – 23rd October 2018)

Accion Labs India PVT LTD (26th OCT- Present)

**TECHNICAL EDUCATION**

* SSLC (2007): Vidya Bharati Chinmaya Vidyalaya (CBSE) :: 80%
* PUC (2009): Vidya Bharati Chinmaya Vidyalaya (CBSE) :: 62%
* BE (2013): Dayananda Sagar College of Engineering (VTU) :: 58%

**Project1:**

Name **: NGP System.**

Client **: Northgate, UK**.

Role : SFDC Admin.

Environment : Salesforce.com, Force.com.

Tools : Apex Data Loader, Force.com IDE.

* Study of business requirements.
* Adding new users, amend the existing profiles, revisiting the permissions to the accounts and impose restrictions.
* Creating custom objects, custom fields, custom Tabs, Field dependencies and Validations.
* Customizing and developing new picklist, amending Page Layouts and Assignment rules.
* Constantly checking and reduce the duplicate records added.
* Creating workflow rules and approval process.
* Assisted senior teams in Apex Classes and Apex Triggers.
* Used SOQL with consideration to Governor Limits for data manipulation needs of application using platform database objects.
* Worked on Designing Reports and dashboards as per client and application requirements.
* Worked on Apex Data Loader.
* Communicated with the end users and team members about the new features and chief amendments.

**Project 2:**

Name  **: IDrive Backup Engine**

Role **:** Admin

Environment : Salesforce.com, Force.com.

* Created user Roles and Profiles, Security controls and Shared settings
* Created pick lists, dependent pick lists, record types, formula fields, junction objects.
* Created reports, dashboards and email templates.
* Created links, custom buttons and page layouts for complex business requirements and integrations.
* Worked on Data loader
* Worked on Designing of Custom Reports, Report folders, Report extractions to various formats, generated dashboards as per client and application requirements.

**Project 3:**

Name  **: PRM-BFO (Information Process Organization)**

Role **:** Admin

Environment : Salesforce.com, Force.com.

* Configuration and customization of Salesforce.com for enterprise-wide implementation for over 1000 users.
* Managed help desk for daily troubleshooting, user assistance and reconfigurations.
* Consistently provided solutions to workflow issues and structured environment for ease of use.
* Ensured systems were 100% operational daily organization-wide through system checks, troubleshooting and quick fixes for hardware and software.
* Generating report and updating mass data through workbench.
* Worked on Data Quality checks for the smooth run of the project.
* Worked with the developers to understand the new updates and release and successfully delivering to the end users.

**Project – 4**

Name  **: Rapid7**

Role **:** Senior Software Engineer

Environment : Salesforce.com, Force.com, Askphoenix Slack Channel

* Working as SME for Rapid 7.
* Providing support on Askphoenix Channel to end users.
* Resolving Jira tickets based on different aspects of Salesforce
* Working on CPQ related queries and deploying through GITHUB
* Generating report and updating mass data through workbench.
* Worked on Data Quality checks for the smooth run of the project.
* Worked with the developers to understand the new updates and release and successfully delivering to the end users.

**PROFESSIONAL STRENGTHS**

* Willingness to learn new technology and take up responsibility.
* Professional integrity.
* Willingness to take up challenges.
* Reliability and adaptability.
* Good communication skills.
* Fluent oral and written professional communication.
* Ability to handle multiple tasks.
* Ability to pick up technical skills abruptly and apply it within a short time frame.
* Believes in hard work and perseverance committed to task assigned.

**PERSONAL PROFILE**

Father’s Name : Mr. Sumeshwar Tiwari

DOB : 19-05-1991

Sex : Male

Address : #17, Sri Sai Nilaya, 7th Main, NS Palya, BTM Layout, Bangalore -76

Marital Status : Single

Languages known : English, Hindi

**DECLARATION**

I hereby declare that the above furnished information is true to the best of my knowledge.

Place: Bangalore

(Ankit Tiwari)