

# TUSHAR SHARMA

SALESFORCE ADMINISTRATOR & DEVELOPER SUPPORT ENGINEER

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## Professional Summary

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Software Engineer with 16 months of experience in Salesforce Development, Administration and Support. Good understanding of the Salesforce CRM processes. Business knowledge of Quote to Cash(Steelbrick). Ability to handle customers, gather business requirements and converting into functional requirements. Time management, ability to plan development activities, and propensity to handle urgent cases with professionalism. Good knowledge and understanding of Apex, Triggers & Visualforce. Capable of writing and debugging efficient SOQL queries of standard and custom objects. Excellent problem solving and troubleshooting skills, with a solid customer-service orientation. Good understanding of debug and browser logs for debugging issues. Solid understanding of internet technologies like firewall, web servers, web proxy servers, etc. Ability to maintain a detail-oriented approach with regularly updating documentations while multitasking in a fast-paced SCRUM environment.

## Experience

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### ACCENTURE

#### Associate Software Engineer- Salesforce

2020 – 2022

- Configuration and Support for Salesforce CRM application based on Salesforce CPQ for world's largest player in Virtualization and Cloud computing.
- Experience working on requirements end-to-end. Starting with taking requirements from the client till Deployment and UAT including Support post deployment.
- Creating and managing Workflows, Process Builder, Approval processes, Validation rules and batches for automations.
- Working on Product Rules, Price Rules, Configurations, Product, and Price setup for the configurator.
- Data maintenance activities like data load, data import/export using Data Loader, Workbench, Salesforce Inspector for large data sets.
- Working on out of the box Salesforce functionalities like Objects & Fields, Profiles & Roles, Permission Sets, Page Layouts, Quotes, Customizations, Sharing Rules, Security Settings.
- Creating and managing Reports and Dashboards in org.
- Adding functionalities using Synchronous/Asynchronous Apex, Visualforce & Lightning and integrations with REST/SOAP/Bulk APIs.
- Creating and updating triggers for handling various objects.
- Writing efficient SOQL/SOSL queries to handle database operations.
- Debugging and troubleshooting issues with salesforce application using debug and browser logs.
- Training new Salesforce Developers in the project.
- Working in a fast-paced SCRUM environment.

## Education

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- Bachelor of Engineering(Information Technology) 2016- 2020  
Shri Ramdeobaba College of Engineering and Management, Nagpur  
6.74 CGPA

## Accomplishments and Achievements

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- Achieved **Salesforce Expeditioner** rank.
- Completed **Billing Specialist** Superbadge.
- **Game Changer** award for outstanding support in the project. 2020
- **Automation of devices using Brain Computer Interface (BCI)** May 2020  
The aim is to automate simple electrical appliances like bulb, motor, fan using the brain wave signals. This objective is achieved using Electroencephalography (EEG). For the prototype, a wheelchair was designed that would take input from Brainwave Sensor and help patients in their indoor commute.
- **InNeed- Home Services** May 2019  
It is an Android and Web-based application for people to book service persons like house cleaners, electricians, cooks, etc. on demand. Recommendations are based on the user's filters and choices they make while operating the app using Artificial Intelligence.

## Certifications

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- Certification course on **Salesforce CPQ and Billing** by Cloudely Inc.
- Accenture **P3 Certified** professional in Salesforce CPQ.

## Interests

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Graphic Design  
Photography  
Gaming  
Riding