Resume

Lalit Jagannath Shinde
Address: B1-905, Cozy Homes Society,
Awhalwadi Road, Wagholi, Pune-412207
Phone: +91- 8981400167 / 8805535004
Email: lalit.shinde007@gmail.com

Professional Summary:

- Currently working as a Support Lead where handling team of 8 junior Admins and ensure to deliver best support experience to the internal users. Continuously engage with the Business team to improve the support quality.
- B.Sc. Graduate (Computer Science) with 10 years of IT Experience majorly worked on Salesforce.com platform as a Sr. Salesforce administrator/Lead.
- Worked at Salesforce.com as a Sr. Salesforce Success Engineer to handle all the Admin Assist requests for all the Premier+ Salesforce Clients. Was Part of the Admin-Assist Team to Support the Salesforce's Premier Customers and worked on ad-hoc requests like Creating Process Builder, Workflows, Validation Rules, Assignment Rules, Email alerts, Cross Object Formula Fields, Report & Dashboard.
- Also, worked in creation of Profiles, permission sets Roles, Workflow Rules, Lightning Process Builder, Salesforce object relationship, Users, Business processes, Record Types, Page Layouts, Reports and Dashboards Validation Rules, Role, OWD Security Implementation, Case Management, Email to case, Web to case, Case Escalation, Data Import Wizard, Apex Data Loader, Entitlement process management, implementation of Milestones and Performed user & administration training sessions for business users.
- Worked on various salesforce.com standard objects like Accounts, Contacts, opportunities, lead Products, Price books, Cases, Campaigns, Reports and Dashboards, Case Management, etc. Expertise in SFDC Administrative tasks like creation of Profiles, Roles, Users, Page Layouts, Workflows, Process builder, Validation rules, Reports, Dashboards. Expert in generating and analysing Custom reports and Dashboard for management and various business unit personnel to provide detail information on key performance indicators.
- Managing the sandboxes and users' permissions, Deploying the changes from sandboxe to Production using Change sets.

Experience Details:

Organization	Designation	Duration
Infomerica Inc	Sr. Salesforce Engineer (Lead)	May 2020 till present
Cognizant Technology Solution	Sr. Salesforce Administrator	July 2018 to Mar 2020
Concentrix Limited	Salesforce Administrator	Jan 2017 to July 2018
Infycom Technical Services	Sr. Associate	Jan 2015 to Dec 2016
Wipro Technologies	Sr. Associate	July 2011 to Dec 2014

Certifications:

- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator (201)
- Salesforce Certified Advance Administrator (211)
- Salesforce Certified Service Cloud Consultant
- ITIL V3 Foundation

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Education:

Degree/Diploma	University/Board	Year of Passing
B. Sc. Computer Science	Pune University	July-2011
Higher School Certificate (HSC)	Nashik Board (MH)	Aug–2003
Secondary School Certificate (SSC)	Nashik Board (MH)	Feb – 2001

Work Experience :

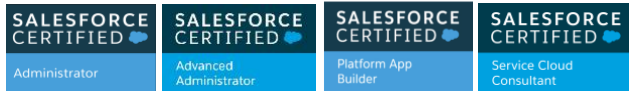| Programming Language	Basics of Apex, Visualforce
Web Technologies	HTLM, CSS.
CRM	Salesforce.com CRM

Project #: 1

Project: IQVIA

Responsibilities & Experience:

- Currently working as a Support Lead where handling team of 8 junior Admins and ensure to deliver best support experience to the internal users. Continuously engage with the Business team to improve the support quality.
- Worked on Sales & Service Cloud, Lead Management (Duplicate & Matching Rules), Case Management (Lead & Case Assignment Rules, Escalation & Auto Response Rules.) Data Security Model, etc.
- Validation Rules, Cross-Object Formulas, Page Layouts, Email Alerts, etc.
- Web-To-Lead, Email-To-Case, Web-To-Case WordPress integration. Etc.
- Customization and Building Apps Navigation, Access, Record pages, Page Layout Assignments, etc.
- User/Profile Creation and Maintenance.
- Analytics (Lightning/Classic): Reports, Dashboards and List Views.
- Automation using Standard Features like Process Builder, Workflows, etc.
- Data Management- Bulk record create/update using Data Loader.
- Opportunities, Contracts, Opportunity Products, Quotes, Etc.
- Basics of Apex, Visual Force, Triggers, Etc.

Resume

Salesforce Certified Administrator, Advanced Administrator, Platform App Builder, Service Cloud Consultant

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Project # :2

Project: Salesforce.com
Responsibilities & Experience:

- Sales & Service Cloud, Lead Management (Duplicate & Matching Rules), Case Management (Lead & Case Assignment Rules, Escalation & Auto Response Rules.) Data Security Model, etc.
- Validation Rules, Cross-Object Formulas, Page Layouts, Email Alerts, etc.
- Web-To-Lead, Email-To-Case, Web-To-Case WordPress integration. Etc.

- Expertise in building automation like cross object formula, workflows & Process

- Builder, Approval Processes, basic flows etc.
- Analytics (Lightning/Classic): Reports, Dashboards and List Views.
- Object Relationship Management, Lookup & Master Detail Relationships.
- Customization and Building Apps Navigation, Access, Record pages, Page Layout Assignments, etc.
- Worked on various standard objects like Leads, Accounts, Contacts,

Project #: 3

Project / Client: Virgin-Media (UK)
Responsibilities:

- User/Profile Creation and Maintenance.
- Troubleshooting issues related to objects/records access, Page Layouts, Record Types.
- Validation Rules, Cross-Object Formulas, Page Layouts, Email Alerts, etc.
- Web-To-Lead, Email-To-Case, Web-To-Case WordPress integration. Etc.
- Expertise in building automation like cross object formula, workflows & Process Builder, Approval Processes, etc.
- Creating Custom objects, fields, relationship between objects, Email alerts, Email Templates, etc.
- Reports, Dashboards and List Views
- Data Management, etc.

Project #: 4

Project: Dell (North America)

Responsibilities:

- Desktop & Laptop Maintenance, Troubleshooting of Desktop Pc's, Laptops,
- Troubleshooting & maintenance of PCs Fault finding & trouble shooting of Monitor
- SMPS, Mother Board, HDD, RAM, etc.
- Perform installation, configuration, upgrading and maintenance of desktop

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SALESFORCE CERTIFIED — Administrator
SALESFORCE CERTIFIED — Advanced Administrator
SALESFORCE CERTIFIED — Platform App Builder
SALESFORCE CERTIFIED — Service Cloud Consultant

PC/Servers.

Project #: 5

Project: HP (North America)

Responsibilities:

- Troubleshooting the networking related problems.
- Troubleshooting & maintenance of PCs Fault finding & trouble shooting of Monitor, SMPS, Mother Board
- Perform installation, configuration, upgrading and maintenance of desktop PC/Server, software and related peripherals.
- Software installations such as MS- Office, Acrobat-Reader, etc.
- Installation of Anti-virus on desktops and remove virus. Trouble shooting on remote computer (LogMeIn Rescue)
  Managing LAN / Internet related problems like Configuration, Installation of WIFI Router - Modem, etc.

Personal Information

Name	Lalit Jagannath Shinde
Email Address	Lalit.shinde007@gmail.com
DOB	4th June 1986
Passport	Indian
Contact Number	+91-8981400167
Languages	English, Hindi, Marathi
Current Location	Pune, Maharashtra

Lalit Jagannath Shinde   **Date:**