

RESUME

ALOK BHANDARI
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CAREER OBJECTIVE

Committed to Build a Career with leading And Well Reputed Corporate of Hi-Tech Environment with Sited and Dedicated People, which will Help Me to explore my Knowledge and realize my potential.

EDUCATIONAL QUALIFICATON

- ❖ "Post Graduate Diploma in Business Administration" in
- ❖ "CRM in Service Industry" & "Business Communication" from Symbiosis Centre for Distance Learning.
- ❖ B.Sc. From University of Calcutta
- ❖ I.Sc. from West Bengal Council of Higher Secondary Education.
- ❖ Matriculation from West Bengal Board of Secondary Education.
- ❖ Certificate in Information technology (CIT) From CMC Calcutta

RESPONSIBILITY AND COMPETENCIES

- ❖ Ability to work with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs for salesforce.
- ❖ Gathering Information of strong requirements using JAD Sessions & Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications for salesforce. (SRS)
- ❖ Experienced creating custom objects and integrating existing desktop and web apps with legacy systems
- ❖ Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
- ❖ Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects
- ❖ Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote, Forecasting, and Call Center
- ❖ Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and support modules
- ❖ Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client's salesforce need
- ❖ Experience in data migration from ACT, Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard
- ❖ Expert in generating and analyzing custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators
- ❖ Developed process enhancements through automations including Workflow, Approval Processes, and Escalation Rules.
- ❖ Strong knowledge & experience working in teams implementing Agile Methodologies.
- ❖ Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

TECHNICAL SKILL

- ❖ Knowledge of Salesforce.com.
- ❖ Extensive knowledge of Salesforce.com implementation cycle in Service and support modules.

- ❖ Experience in data migration from Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard.
- ❖ SFDC Tools: Data Loader, Connect Offline.
- ❖ Experienced in Administration setup like Manage Users, Workflow Rule, Validation Rules, Profile level privileges, Security Controls.
- ❖ Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields, Roll up fields etc.
- ❖ Knowledge of VF Pages, Triggers.

WORK EXPERIENCE

- ❖ Currently working with [Navatar Group](#) as Implementation Manager.
- ❖ Worked With [The India Today Group](#) as MIS executive.
- ❖ Worked with [Aegis Ltd.](#) as MIS Executive.

ACHIVMENTS

- ❖ Certificate of Excellence in Customer service From Vodafone.
- ❖ Well Done Cards
- ❖ Many Appreciations Mail from Client

STRENGTH

- ❖ Excellent analytical skill, with sound technical skill.
- ❖ Ability to work in adverse condition.
- ❖ Ability to lead in the team.

SPECIAL INTEREST

- ❖ Playing and watching Cricket.
- ❖ Reading Books, Travelling.
- ❖ Surfing Internet, Listening to soft music.

PERSONAL DETAILS

Father's Name	:	K.N. Bhandari
Date of Birth	:	27 Dec 1986
Sex	:	Male
Marital Status	:	Single
Language Known	:	Hindi, English, Bengali,
Nationality	:	India.
Permanent Address	:	76/A/7 Moti Lal Gupta Road, Coal India Co Behala, Kolkata, West Bengal 700008

DECLARATION

I hereby declare that all above information given by me is correct and I shall be responsible for discrepancy if any.

Date –
Place - Noida

Alok Bhandari