

RAGHVENDRA SINGH

Salesforce Consultant

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RS

EXPERIENCE

SALESFORCE CONSULTANT

The Annet

12/2022 - Ongoing Mumbai, India

Project- Lumos Fiber

Lumos is 100% Fiber Optic Internet built from the ground up. An Internet built for families with too many devices to count. An Internet built for small business making a big impact. An Internet built for the communities where we live, work and thrive. Internet built for the future.

- Handled the entire Administrative, Configurations, User Role/Profiling, Security settings, etc. of a large Enterprise implementation
- Implemented Service Cloud, Experience Cloud and CPQ
- Migrating Workflows and Process Builders into Flows
- Maintained the Salesforce platform by monitoring support tickets, Sandbox refresh, Security, client meeting, user issues, Data migration etc
- Provided user support and bug fixing activities as per the SLA
- Implemented Web-to-Case, Email-to-Case functionalities to provide better customer support to the customers
- Created Reports, Dashboards, Page layouts, Search layouts to organize fields, custom links, related lists and Queues Deploy changes from SFDC sandbox environment to Production environment using changesets
- Performed day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles

SALESFORCE CONSULTANT

Mindgraph (Client-Accenture Malaysia)

09/2021 - 11/2022 Mumbai

Project: Tenaga Nasional Berhad

Tenaga Nasional Berhad (TNB) is the largest electricity utility in Malaysia. With our core business of providing electricity to the country's businesses, homes and industries, we are a key contributor to Nation building. Our activities represent the entire electricity production and supply value chain.

- Configured Salesforce functionalities to enhance performance of business process
- Developed work plans or reviews other work plan timelines and manages workflows to meet
- Deployed Change Sets from Sandbox to production
- Worked on Triggers, Apex class and lightning components
- Created and managed custom objects, fields, formulas, validation rules, custom workflow, and approval processes
- Created SFDC reports (functional and technical documents)
- Worked on L1-L2 Production Support and sandbox refresh activity
- Worked on Sandbox refresh activity and Deployment activity
- Migrated workflows and process builders into Flows
- Experienced in Service Cloud, Sales Cloud, Experience Cloud(Community Cloud)
- Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base, Macros, Omni-Channel and Entitlements
- Performed QA testing after Critical Updates to transition customer data smoothly to retain performance and usability of Salesforce

EDUCATION

Bachelor of Engineering

Poornima University

CGPA
7.7 / 10

SKILLS



SALESFORCE

Service Cloud	Sales Cloud
Experience Cloud	Flows
Configurations	Deployment
Sandbox Refresh	Data Migration
Salesforce QA	

Salesforce Certifications

Salesforce Admin	
Salesforce Advance Admin	Sales Cloud
Service Cloud	Platform App Builder
CPQ/Experience Cloud	

ACHIEVEMENTS

-  **Migration of Workflows and Process Builders into Flows**
Migrated more than 100 workflows and process builders into Flows without any production issues
-  **2500+ Users CRM implementation**
Handled the entire Administrative configurations, User Role/Profiling, Security settings, etc. of a large Enterprise implementation.

Salesforce Administrator/Developer

Capgemini

📅 12/2016 - 08/2021 📍 Mumbai

Project1: Wolters Kluwer, Netherland

Founded in the Netherlands over 180 years ago, Wolters Kluwer N.V. (AEX: WKL) is a global leader in information services and expert solutions for professionals in the health, tax and accounting, risk and compliance, finance and legal sectors.

- Participating in customers discussions and provided necessary clarifications to customer
- Managed Salesforce requests/issues for 1500+ Salesforce total end users Design, document, build, test and deploy enhancements to Salesforce instance
- Worked Closely with Team Lead or Project Manager to develop solution in accordance to the system design
- Project management: Planned and outlined project requirements, and resources
- Adding and deactivating users on Salesforce; running the sales report to help forecast
- Created SFDC reports (functional and technical documents)
- Created profiles, roles and configure permissions according to organizational hierarchy requirement
- Worked on L1-L2 Production Support
- Set permissions for users using Object-Level and Field-Level security best practices
- Created user groups and configure workflows and assignment rules to enable proper routing of leads to the marketing members
- Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company
- Involved in preparing Business Requirement Document and Functional Requirement Document

Project 2- Becton Dickinson

📅 03/2017 - 11/2018 📍 Mumbai

Becton Dickinson is an America based medical technology company with revenue 10.28 billion USD and manufactures /sells medical devices, instrument systems and reagents. Company's customers include healthcare institutions, science researchers, clinical laboratories, the pharmaceutical industry and the general public.

- Worked on Sales Cloud & Service Cloud Creating of the Knowledge Base articles for Salesforce.com Customers
- Maintained test coverage for all the classes and triggers and supporting deployment activities.
- Worked on custom objects, application and custom report type. Dealt with queues, groups and created assignment rules email alerts and templates for case management.
- Implemented Record-Level and Field-Level security and configured their sharing settings.
- Developed and Customizing salesforce.com application based on user needs. Developed field & page layout customization for the standard objects like Account, contact, Leads.
- Worked on data migration from databases to SFDC using Data Loader. Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
- Provided user support and bug fixing activities as per the SLA.