



# ABHILASH JACHAK

## SALESFORCE ADMINISTRATOR

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## TECHNICAL SKILLS

- Data Modelling
- Salesforce Security
- Salesforce Automation
- User Management
- Data Migration
- Deployment
- Agile Methodology
- Ticketing (JIRA, ServiceNow)
- Client Management
- Salesforce Customisation

## SOFT SKILLS

- Observation
- Decision making
- Communication
- Multi-tasking
- Team Leader

## EDUCATION

Government College of Engineering,  
Chandrapur  
Bachelor in Civil Engineering  
Completed in 2016

## CERTIFICATION

Salesforce Certified Administrator  
Credential Id- 22853553 (07Jan 2022)

## LANGUAGES

- English
- Hindi
- Marathi

## PROFESSIONAL SUMMARY

Experienced Salesforce Professional with over 4+ years of experience in Salesforce Ecosystem. Excellent reputation for resolving problems and improving customer satisfaction. Eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of requirement of clients and executing according to it. Motivated to learn, grow, and excel in Salesforce Industry .

## PROFESSIONAL EXPERIENCE

### **Radicle inc. Gurgaon| Salesforce Consultant** **April 2022 – February 2023**

Key responsibilities:

- Worked in Agile Methodology, maintaining Sprints according to the time given and managed all internal SFDC org .
- Administers overall setup, configuration and maintenance of the salesforce.com platform for the various divisions.
- Developed and updated databases to handle customer data.
- Modified databases to meet needs and goals determined during planning process.
- Implemented security measures to protect vital business data.
- Set up and controlled user profiles and access levels for each database segment to protect important data.

### **Bitwise Solution, Pune| Salesforce Administrator** **Dec 2018 – April 2022**

Key responsibilities:

- Managing Leads and opportunity and assigned it to different Users. Assisting and guiding various teams for that creating Role, Role Hierarchy and Profiles.
- Prepared a variety of different reports and documents to ensure smooth operations.
- Participated in team-building activities to enhance working.
- Proved successful working within tight deadlines.
- Analyze, troubleshoot and solve the delivery/ Production team reported issues.

## PROFILE SUMMARY

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- Experience in Salesforce Configuration, maintaining and customizing Sales Cloud and Service Cloud applications.
- Experience on creating custom Objects and Tabs, Custom Fields, assigning Validation Rules and Field-Level Dependencies.
- Expertise on data migration tools such as Data Loader, Salesforce Import and Export Wizard.
- Worked on different Automation tools such as Workflow, Process builder, flows and Approval Processes.
- Experience on Salesforce security including roles, object level, sharing rules, field level and record level security.
- Perform administrative tasks such as User management, creating Profiles, Roles, Permission Sets, Tasks and Events, Email notification and templates.

- Worked on Sales cloud, Service Cloud, trained sales reps on Sales cycle that made the sales process faster Resolved problems, improved operations.
- Proved successful working within tight deadlines.

## PROJECTS

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### **Online Education Program in United kingdom and South Africa**

- University Partners in SA/UK expand to higher quality, affordable higher education by supporting the creation and conversion contact programs to online format.
- Attracting and enrolling qualified students to these Programs, Providing ongoing support Until the graduate through online.
- Create and develop community cloud for Universities as Partners.

### **Territory Management**

- Worked on territory management
- Create profile and user and also assign license as per the requirements.
- User Management - Profiles and Permission Sets; Maintaining security and data access - Role hierarchy
- Security Implementation and Sharing Rules at Object Level, Field Level, and Record Level for different Users at different levels of Organization
- Creating Reports and Dashboards