

# JASMEET SINGH SALUJA



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Hyderabad, Telangana



**OBJECTIVE:** To work in a professional atmosphere that enables me to get an opportunity to serve and play a vital role in the growth of the organization and to excel in my field through hard work, skills and perseverance.



## SUMMARY:

- Experience in all basic administrative functions including user management, reports and dashboards, objects, fields, validation rules, process builder and all other tasks
- Experience in providing support to end users to Salesforce related issues
- Have experience in requirement analysis & design, testing and deployment of Business Applications on Salesforce.com
- Good knowledge of performing regression testing on different User stories and end to end testing on various functionalities.
- Experience in handling and maintaining CRM integrations in Sales and Service Cloud.
- Experience on release management and in various deployments using Atlassian tools and using Visual Studio Code.
- Basic knowledge in all administrative functions like user management and apps like Email Studio, Mobile Connect, Audience Builder in Marketing Cloud



## WORK EXPERIENCE:

### 1. **Organization :** Infosys Ltd

**Duration :** Sept'19 to Present

**Role :** Salesforce Administrator

### Project: UCAS (Dec'19 to Present)

#### **Responsibilities:**

- Serve as a primary system administrator for Salesforce CRM with 200+ users.
- Handle all basic administrative functions including user management, reports and dashboards, objects, fields, validation rules, process builder and all other tasks both in Salesforce CRM and Marketing Cloud.
- Perform daily health checks in Salesforce CRM and Marketing Cloud to check the status of system.
- Handle all the Media and Finance related problems to support users and sales operations.
- Help in solving user's request via ServiceNow request, chatter and adhoc also.
- Perform data maintenance tasks and work on DataLoader and SOQL to meet the expectations of business user by importing, exporting, updating records on objects and permission sets.
- Maintain data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data.
- Handle every bi-weekly deployment sprint via Atlassian products (JIRA, Bitbucket and Bamboo) and manually via Visual Studio Code.
- Perform regression testing and end to end testing in lower environments after deployment.
- Raise cases to Salesforce Support to resolve the issues which need better understanding.
- Work cross-functionally to maintain the CRM integrations with MuleSoft and NetSuite for the smooth functioning.

## 2. **Organization:** Acclive Infotech Pvt Ltd

**Duration** : January'19 to May'19

**Role** : US IT Recruitment

### **Responsibilities:**

- On daily basis receiving 2-3 different requirements of different clients.
- Responsible for covering all the positions i.e. assigned requirements which includes Searching profiles, sourcing right consultants submitting them on the client portal and update them accordingly.
- Working on all kind of requirements like Contractual positions, Contract to hire positions and Full-time positions.



### **SKILLS:**

- Salesforce CRM and Marketing Cloud
- Python, SQL, Java, SpringBoot, REST and TypeScript
- MS Office- MS Excel, MS Word, MS Power Point
- Excel in Tools like: SNOW and Atlassian products like JIRA, Bitbucket and Bamboo and Visual Studio Code
- Demonstrated skills in developing training and delivering training sessions
- Excellent work ethics, self-motivated, quick learner and team oriented.



### **INTERSHIPS & CERTIFICATIONS:**

- **Infosys Certified Salesforce Administrator (Internal Certification)**

| Organization     | Duration   | Purpose                    |
|------------------|------------|----------------------------|
| SOFTEK SOLUTIONS | 1.5 months | Search Engine Optimization |
| BIKELELE         | 2.5 months | Marketing                  |
| CAMPUS-GULLY     | 1month     | Digital Marketing          |



### **EXTRA-CURRICULAR ACTIVITES:**

- **Vice Secretary** of Galgotias Student Council for the session 2018-2019
- **Head Co-ordinator** of Galgotias Marketing Team for the session 2017-2018.
- **Marketing Head** of the EXTREME (Departmental Club of CSE).
- **Marketing Head** of the One Day Seminar related to the Start-Up and Entrepreneurship.



### **EDUCATIONAL QUALIFICATIONS:**

| COURSE | INSTITUTE                                      | STREAM | YEAR of COMPLETION | PERCENT AGE |
|--------|--|--------|--------------------|-------------|
| B.TECH | Galgotias College Of Engineering & Technology. | CSE    | 2019               | 73          |

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