**CURRICULUM VITAE**

**Mayank Srivastava**  ** Greater Noida, India**

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To obtain a responsible and challenging full-time career with ample opportunities for advancement, where I can apply my skills and abilities in a progressive, goal oriented organization.

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| **Highlights** |  |

* Strong communication skills and making appealing presentations.
* Team Lead for 6 – Complete mentoring and asset management.
* Self-Motivated, Disciplined, Determined and Enthusiastic.

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| **Skills** |  |

* Good understanding of Sales Cloud business knowledge, and CRM Processes.
* Have intermediate knowledge of Salesforce Apex Language, Visualforce Language, SOQL Queries and HTML Language.
* Capable to write and debug efficient SOQL queries for Standard & Custom salesforce objects.
* Excellent problem solving and troubleshooting skills along with Solid user satisfaction.
* Excellent ability to Multitask, Prioritized task management, and time management.
* Good experience in Business process presentation & Flow chart creation.

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| **Certifications** |  |

* **Salesforce Certified Administrator** issuedon Dec 2020 (Credential ID – **21710647**)
* Salesforce Admin Lightning Tech Challenge Certification from **Capgemini** issued on Oct 2020.
* Salesforce Admin Certificate from **LinkedIn Learning** issued on Oct 2020.
* Flosum Certified–Professional issued on Aug 2020 (Credential ID – **0000027496**).
* Google Analytics–Advanced from Google issued on Oct 2020.
* MS Excel, Word & Power Point Certified from LinkedIn Assessment issued on Aug 2020.
* EF Standard English certified from EF SET issued on Sep 2020.
* Logical Aptitude–Advanced certified from studysection.com issued on Oct 2020 (Credential Id – **250937**)

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| **Awards & Achievements** |  |

* Awarded as Golden Star & Sparkling Star Agent Category for two consecutive months in Year 2008.
* Awarded as Best Customer-Satisfaction Champ Certificate in Year 2008.

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| **Employment History** |  |

More than 9 Years of experience in Real Estate & BPO industry which includes Support services to customer & company staff

Current Employer Investors Clinic Infratech (P) Ltd, Noida as a System Administrator (Salesforce & Oracle CRMOD)

Duration Jan 2013 to Till Date

Previous Employer Aegis BPO Services Ltd, Noida as a Customer Care Executive

Duration Jun 2007 to Mar 2009

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| **Professional Work Summary** |  |

**Investors Clinic Infratech (P) Ltd., Noida**

**Organization Summary:** INVESTORS CLINIC is a real estate consulting company serving all over the globe, it is having tie up with more than 150 builders in the Real Estate market, selling the product & providing efficient services to customers.

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| **Role:** System Administrator **Term of Service:** Salesforce & Oracle Admin(Jan ’13 to Till Date)  **Department:** Business Excellence & Booking Validation TL – Booking Validation (Mar ’16 to Till Date) | |
| **Tools Used:** Oracle CRM on Demand, MS Excel, Word, Power Point, Outlook | |
| **Key Responsibilities**  (Salesforce System Administrator) | Create & Manage changes to the system-   * Proactively gather the feedback & requirement from end users accordingly do the changes without interruption to department users and educate them how to operate pages in future * To create Custom Objects as per business requirements and maintain fields & layout * To import the data in CRM objects post ensuring data validation received from department * To export object wise data as per department request and provide them in defined schedule   Maintain System, Security and Integrity-   * To design, create & maintain user roles, profiles and hierarchies * To maintain user hierarchy and territories in response to HR department changes * To manage access rights of object & visibility of pages & fields in system * To ensure existing validation rules, workflows and process builder which assigned to salesforce object are working fine as per demand & requirement of company * Grant, remove and maintain users licenses & profiles   User Assistance, Training, and Satisfaction-   * To provide software training to end users by conducting training session to existing & new users/groups * To communicate regularly with users regarding new features, enhancements and required changes in system * To ensure user satisfaction with services provided, and troubleshoot their software issues   Process creation & documentation-   * To participate in sessions with department’s HOD & team members to understand Business requirements and prepare flow charts & presentations * To document business requirements, figure out the requirement and challenges, and implement the changes into system |
| **Key Responsibilities**  (Team Leader –  Booking Validation Dept.) | * To monitor Team Performance and productivity on Regular Basis. * To ensure the Quality verification of booking’s costing, documents and CRM details to meet Developer pricing benchmarks. * To coordinate with Sales Team & Relevant Department for costing related error to avoid future disputes for commission with builder. * To participate in meeting with Management & Department to gather healthy product Information, and maintain Project wise, date wise documentation * In order to avoid any Legal Disputes raised by Customer Or Developer, special attention on Booking copy library management, Scan copy management & Warehouse box management |

**Aegis Bpo Services Ltd., Noida**

**Organization Summary:** AEGIS is a leading global business service provider of customer experience management.

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| **Role:** Customer Care Executive **Duration:** June 2007 to Mar 2009 | |
| **Tools Used:** Oracle CRM, Excel, Word | |
| **Key Responsibilities**  (Customer Care Executive) | * To answer incoming calls from customers for various reasons- take orders, answer inquiries, resolve complaints and provide information. * Access the company's internal systems to extract information and provide to customer * Take regular updates from organization for healthy product information * To keep records of customer interactions such as- recording details of inquiries, complaints, and comments in the software * To refer unresolved customer issues to designated departments for further investigation |

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| **Project Exposure in Investors Clinic** |  |

During work tenure of 8 years in this organization, Software Migration and Software Testing activities have been processed which includes following responsibilities,

* Existing software related challenges, concerns and new requirements compiled into detailed RFP sheet
* Prepared flow chart of respective department to understand what extra features can be added.
* Maintained Object wise sheet, fields, field type, validation rules & alerts required for the business.
* Sent all RFP related documents to Technical team, and coordinated for implementation & software testing.

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| **Academia** |  |

* Pursuing MCA from SGVU University, Jaipur, Rajasthan since Year 2020
* B.Sc. (I.T.) from C.M.J. University, Jorabat, Meghalaya in Year 2012
* Intermediate (12th) from B.V.M. Inter College, Kanpur, U.P. Board in Year 2004
* Matriculation (10th) from M.L.M. Inter College, Kanpur, U.P. Board in Year 2002

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| **Personal Dossier** |  |

Date of Birth : 7th Jan 1989

Linguistic Proficiency : English and Hindi

Passport No. : S2414911

Marital Status : Married

Current Address : VVIP Homes, Noida Extension, U.P.

Permanent Address : Village & Post - Malipur, Distt. - Faizabad, U.P.

**Mayank Srivastava**