**Abhinav Kumar Prajapati**

**+91-8594842389 • abhinav.prajapati500@gmail.com**

 **Immediate Joiner**



**Professional Experience**

3 Years of Experience as a Salesforce professional looking for good and challenging opportunity in Salesforce. Proficient in Lightning configuration, Automation, Data management, Lightning Reports and Dashboards, Platform, Sales, Service and Marketing, CRM, Triggers, and all other Admin configurations.

* Competent in **Lightning configuration**, **App building**, **Reports and Dashboards**
* Good in **Salesforce Testing** and Documentation.
* Good Understanding of Salesforce Cloud, such as **Sales Cloud** and **Service Cloud.**
* Basic Understanding of **Salesforce Marketing Cloud**.
* Strong knowledge & experience working in **Triggers**, **Process** **Builders** & **Workflows.**
* Possess good communication skills and ability to handle **US**, **EMEA** and **Australian** clients.
* Hands on experience on **Data loader** and **Workbench** and worked on data migration using Data Loader.
* Proficiency in SFDC Administrative tasks like **Org Setup**, **Managing Users**, **Profiles**, **Security and Data Access**, **Roles**, **Page layouts**, **Email Templates**, and all other **Admin configurations**.
* Customized & Designed **Apex classes**, **VF Pages** & **Lightning Components.**
* Created and maintained **email reporting dashboards**, conducted **A/B testing.**
* Experience in working with **Development team for solving the gaps in Business requirements**.
* Experience in daily customer service through telephone and email communication. Provided basic, premier, and administrative level support for users of the Salesforce application.

**TECHNICAL EXPERTISE**

|  |  |
| --- | --- |
| **Key Skills** | Salesforce.com configuration |
|  | Salesforce Lightning |
|  | Design & Documentation |
|  | Configuration |
|  | Package Builder |
|  | Field Creator |
|  | Salesforce Switch |
|  | Conga Template Builder |
|  | DocuSign Template Builder |
| **Expertise** | Workbench |
|  | Data Loader |
|  | MS Excel (LOOKUPs & Formulas) |
|  | Selenium Web Driver |
|  | SDLC |

**Project Highlights:**



1. **Company: L&T Infotech (LTI)**

**Role: Salesforce Cloud Engineer**

**Technology:** Salesforce

**Client Location:** US & EMEA

**From:** March-2018 to current

**Description: UTC Climate, Controls & Security** is a global provider of building technologiesoffering fire safety, security, building automation, heating, ventilating, air-conditioning and refrigeration systems and services**.**

**Responsibilities, Accountabilities and Attainments:**

* Interacted with various business team members to gather the requirements and documented the requirements**.**
* Worked with project development team to ensure requirements are suitably met.
* Assisting with testing and training where needed
* Communicate daily with stakeholders globally regarding business and technical issues internally and externally.
* Organizes and validates the requirements and ensures that all are traceable and measurable.
* Analyzed, and validated business, functional, and non-functional requirements
* Created page layouts, related lists, and other components on a record detail and edit pages.
* Developed process enhancements through automations including Workflow, Approval Processes,
* In charge of conducting the UAT with the Business users and gathering feedback and providing the same to the Development team.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* Worked with Development team for solving the gaps in Business requirements.
* Experience in daily customer service through telephone and email communication. Provided basic, premier, and administrative level support for users of the Salesforce application.

**Educational Qualifications:**

* Bachelor of Technology (Computer Science) **|** BPUT Odisha **|** YOP 2017

**Achievements:**

* Completed Salesforce Platform Developer 1 certification.
* Completed Salesforce Administrator (ADM201) certification.
* Software Testing Course Form Q-Spider Bangalore
* Completed internal Salesforce training at LTI.
* Trailhead Ranger with 120+ badges and 80k+ points and 20+ trials