**Name: Mr. Pramod A Bodkhe.**

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**OBJECTIVE**

To work with an organization where I can apply my skills and experience in successful completion of projects and grow my career with organization.

**PROFESSIONAL EXPERIENCE SUMMARY**

* 5.9 years of experience in organization (IT) and 3.1 Years in Salesforc.com. Working as Senior Salesforce Admin at Diya Systems. Mangalore from June 2020.
* Salesforce **Certified Administrator (201), Certified Sales Cloud and Service Cloud Consultant**
* Conducting requirements gathering and analysis sessions with key business users and stakeholders to collect information on business processes and user requirements.
* Understanding of Salesforce.com CRM Platform with Sales cloud and service cloud.
* Experience in Administration, Configuration, Implementation and support experience with Sales force.com platform and Lightning Platform.
* SFDC Configurations/Customizations – Custom Objects, Standard Objects, Tabs, Junction Objects, Creating Users, Profiles, Roles, Page Layouts, Org-Wide default, sharing rules, Workflows, Process Builder, Flow, Approval Process, Reports and Dashboards.
* Data Load for SFDC Standard objects and Custom objects.
* Used different data tools – Apex Data Loader, Import Wizard and Workbench.
* Experience in Using Full, developer copy sandbox.
* Deployment: Preparing Checklists, create different components in sandboxes and deploy that with Production org using Change sets.
* Created Knowledge Sharing documents
* Also experience in working a point of contact for customer for understanding their issues/requirements and providing them best possible solution in collaboration with internal teams.
* Having good communication skills.
* Committed to excellence, self-motivator, quick-learner, diligent, team-player.

**WORK EXPERIENCE**

**ORGANIZATION: Diya Systems (1 June 2020 to till the date)**

**Role: Sr. Salesforce Admin**

**Client: (Endurance International Group)**

**Responsibilities**:

* Gather and analyses business requirements for system changes and enhancements In-depth understanding of SFDC CRM business processes.
* Performs routine Salesforce data management/clean-up tasks
* Client handling and business documents creation
* Involvement with dev team to get the tasks completed
* Testing A tasks with Acceptance criteria and Regression testing before handing the tasks back to clients
* Expertise in working with case management configured web to case implemented e-mail to case to convert incoming customer e-mail into cases in salesforce, configured the case assignment rule
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Providing support for the day to day management of Salesforce.com
* Develop and maintain custom reports and dashboards in Salesforce to provide business intelligence for management team
* Identify opportunities to improve business processes and work with our developers to implement solutions

**Technologies:** Salesforce CRM, Service cloud, Salesforce Sales Cloud, Data Loader. Force.com.

**Bug Tracking Tool/ Ticketing Tool:** Salesforce, Service now, JIRA,

**Integration Tool**: Glance, Form assembly, Boomi

**ORGANIZATION: INFOSYS BPM LTD**

**PROJECT:DCoE(Digitization Center of Excellence) Jan 2018 To May 2020**

**Role: Sr Technical Process Executive.**

**Client: (Cisco System)**

Main task is to providing end user support and manage service requests. Providing On-call support for managing incidents and doing RCA. Carry on RTB activities like environment management/refresh, patching/ upgrade & data management for Intuit CRM System.

**Responsibilities**:

* Working on permission sets, public groups, profiles, roles.
* Understand, build Logic and resolve issues based on Process Builder, flows, workflows, Approval process and permissions to implement the application on Salesforce CRM as per clients requirements
* Working on email templates, page layouts, record types
* Working on reports and dashboards.
* Working with data loader and Org refresh activities.
* Creating custom objects, tabs, fields, Custom field relationship of or various functional needs in the application.
* Involved in fixing of major incidents (P1 issues) and providing proper RCA of incident
* Perform ongoing data validation, consolidation, cleansing, and maintenance processes.
* Experience in setting up customer portal for better service process and solution management. Customize and create new Portal Dynamic fields, Dynamic Values.
* Created Reports and Dashboards as per the customer requirements.
* Involved in weekly and monthly deployments
* Bug tracking and identification. Working with the development team to resolve the bugs, do QA and help release updates / patches
* Manage Customer Queries regarding setup, configuration and implementation of Application. This involved direct interaction with the client over call / WebEx meeting

**TECHNICAL SKILLS:**

**Technologies:** Salesforce CRM, Service cloud, Salesforce Sales Cloud, Salesforce.org, Data Loader. Force.com.

**Bug Tracking Tool/ Ticketing Tool:** Salesforce, Service now, JIRA, Smart sheet

**Integration Tool**: SAP BO, Oracle ERP, ART (Access Request Tool)

**ORGANIZATION: Infosys BPM LTD**

**PROJECT: Order Management June 2015- Jan 2018**

**Client: Cisco System**

The team is responsible for supporting Account managers and End customers to provide proper resolution regards of Product and services

**Responsibilities**:

* Working in Managed service support projects with ability to troubleshoot and resolve customer issues
* Experience in setting up territories in Oracle E-Business Suite
* Configure product and services to the Oracle ERP System.
* Import and validate the accuracy customer EDI purchase orders in the ERP system
* Understanding and Experience with Cisco Quote to Cash Cycle.
* Processing customer’s renewal booking request placed with PO and a valid quote

**Tools**: Oracle EBS, Oracle R12, SFDC, Pega, MS Excel and Cisco Internal tools

**EDUCATIONAL DETAILS**

* Bsc(IT) From Yeshwantrao Chavan College Sillod, (2015) With 76.33%
* HSC Maharashtra State Board 2012 With 46.33%
* SSC Maharashtra State Board 2010 With 77.64%

**PERSONAL DETAILS:**

* Name : Pramod Ambadas Bodkhe
* Father’s Name : Amabadas Sampat Bodkhe
* Mother’s Name : Ratnakala Amabadas Bodkhe
* Date of Birth : 30th March 1995
* Languages Known : English, Hindi and Marathi
* Marital Status : Single
* Local Address : At Post Rahimabad, Tal. Sillod, Dist. Aurangabad-431112
* Permanent Address : At Post Rahimabad, Tal. Sillod, Dist. Aurangabad-431112

**DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Regards,

Pramod Bodkhe