

## ALOK KUMAR PRAJAPATI

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### Professional Summary

- A result oriented professional having around 2.7 years of Experience as Salesforce Admin/development in TCS.
- Experienced in Support, Administration and Implementation of Salesforce.Com CRM.
- Experienced in Custom Settings, Custom Objects, Page Layouts, Workflows, Formula Fields, Validation Rules as per business flow.
- Experienced with providing security controls to users by using Profiles, Roles, Permission Set and OWD Settings.
- Created Reports and designed Dashboard for the Management team.
- Knowledge of integration with Third Party Databases.
- Experienced in Development using Salesforce Apex/trigger/VF pages.
- Use Data Loader for insert, Update, and bulk import or export of data from Salesforce.com Objects.
- Involved in direct interaction with client.

### Technical Skills:

Users, Roles, Profiles, Workflow, Object, Relationship, Opportunity Life Cycle, Email Templates, Groups, Accounts, Contacts, Sharing Rules, Custom Objects, Record Types, Validation Rules, Formula Field, Rollup Summary Field, Approval Process, Reports, Dashboards, Web to Lead, Email to Case, Service cloud, Custom settings, Custom metadata, Apex programming, SOQL, Batch Apex, Aura Components.

### Having Good Knowledge of:

MS Office, MS Access, Apex Classes, Visual Force Pages, Triggers, WebEx, Data Loader, JIRA.

### Professional Experience

**Project 1** : *Recall Management*

**Duration** : June 2019 – Till Date.

**Company** : Tata Consultancy Services

**Client** : Fiat Chrysler Automobiles

**Description:** This Application is used by the Customer Care representatives of Fiat Chrysler Automobiles. Application is fully Automated with Batch Jobs which process the Data which is loaded into Salesforce using File Based Integration. This processed Data is sent to IVR and Marketing Cloud Emails to provide information to respective Customer of FCA.

**Responsibility :**

- Responsible for creating Fields, objects etc. in Salesforce.com.
- Responsible for creating and managing weekly and monthly records.
- Provide day to day support.
- Knowledge of integration with Third Party Databases.
- Development using Salesforce Apex/Trigger/VF pages.
- Defined lookup and master-detail relationships on the objects.
- Responsible for all Data Management work (Extract, Import, Update, Delete, Edit etc.)
- Remove duplicate records
- Modifying the page layout in Salesforce.com.
- Creating business validation rules.
- Involved in Project meetings and Weekly Status meetings.

**Project 2 : *Contact Centre System***

**Duration :** July 2018 – June 2019

**Company :** Tata Consultancy Services

**Client :** Fiat Chrysler Automobiles

**Description:** This Application is CRM platform for the Fiat Chrysler Automobiles Industries. All the Customer Related Queries and Issue are logged in this System. The users for the System are FCA Customer Service representatives.

**Responsibility:**

- Worked on customizing fields, Page Layout, Workflow, Validation Rules and Formula Field for Account, Contact Objects.
- Uploaded bulk amount of data into salesforce through Data Loader.
- Worked with different Record types to setup for different Page layouts based on profiles.

**Education**

- B. TECH from DR.A.P. J ABDUL KALAM TECHNICAL UNIVERSITY, UTTAR PRADESH.
- 12th from HOLY PUBLIC SCHOOL AGRA, CBSE BOARD
- 10th from K.V. NO.1 AFS AGRA, CBSE BOARD.

**Interpersonal Skills**

- Ability to work in tight schedules and to meet stiff deadlines.
- Co-ordination with Team & Excellent Team player.
- Time management skills and the ability to work independently.
- Creative thinking.
- Self-motivated.

**Personal Details**

**Date of Birth** : 29 SEP. 1996  
**Father's Name** : AJAY PRAJAPATI  
**Marital Status** : Single  
**Nationality** : Indian  
**Language Known** : English and Hindi.  
**Permanent Address** : Agra(U.P)

**Declaration**

I hereby declare that the details furnished above are true to the best of my knowledge and belief.

**DATED****(Alok Kumar Prajapati)**