**Vikash Sharma**

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**Contact No.: +91 9575259120**

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# Professional Summary

* 3.0 Years of experience in Salesforce Admin. Overall 4.2 years of extensive professional experience in IT using different technologies.
* Involved in implementing and delivering CRM projects in Salesforce.com and worked on both sales and service cloud projects.
* Has been involved in analyzing business requirements,design and defining solutions to address complex business needs.
* Understand customer's business process and recommend best practices/process improvements.
* Experience in developing Salesforce CRM application using configuration (Workflows, Triggers, Approval Process, Profiles & Validations) and customization using Apex and Visualforce.
* Hands-on solution design, solution architecture, architecture roadmaps, prototyping, proof-of-concepts, and development tasks as required in support of current and new projects
* Basic knowledge of Salesforce Integration with Web Services using SOAP & REST and 3rd Party Applications.
* Expertise in using tools such as Visual Studio, Apex Data Loader, Workbench and Force.com Migration Toolkit, SOAP UI.
* Basic knowledge Salesforce native AppExchange CPQ products like Cloud Sense CPQ.
* Versatile team player and individual contributor.
* Worked under strict schedules and delivered projects within deadlines while maintaining quality and standards.

# Experience Details

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| **Organization** | **Designation** | **Duration** | **Role** |
| Tata Communications and Transformation services | Associate Engineer  | Sept- 2016 – Jan 2018 |  Project coordinator.  |
| Tata Communications Ltd.  |  Executive Engineer | Jan 2018 – Till Date | Salesforce Administrator &Developer |

# Educational Qualifications

* Bachelor of Engineering in Electronics and Communications with 7.33 CGPA from RGPV University, Bhopal (M.P) in 2016.
* Higher Secondary School Examination with 65.6 % from M.P. Board, Bhopal in 2012.

# Technical Skills

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| **Salesforce Skills** | Sales Cloud, Service Cloud and Force.com Platform |
| **Salesforce****Development skills** | Creating/ Debugging/ Maintaining and enhancing Apex classes, Visual force pages, Triggers, leveraging SOQL and Data Loader |
| **Salesforce****Administration skills** | Create Objects, Tabs, Relationships, Profiles, Roles, OWD, Sharing Rules, Workflows, Approval Process, Validation Rules, Lightning Configuration. |
| **Domain** | Telecom |
| **CPQ** | Cloud Sense CPQ |
| **Tools** | Visual Studio Code, Apex Data Loader, Force.com Migration Tool ANT, Workbench, Service Now. |

# Certification

* Salesforce Certified **Platform Developer I**.
* Salesforce Certified **Administrator**

# Professional Experience

**Project Profile# 1: Enterprise Orders Management System**

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| **Project Type** | Enhancement of new opportunities and develop application to automate sales process. |
| **Project Domain** | Telecom |
| **Client** | Tata Communications Ltd. |
| **Project Description** | Tata Communications is a tier-1 ISP and have major focus on enterprise customers across the world. This application help to enhance and automate the E2E sales process. |
| **Role** | Salesforce Developer/Admin.Understanding of existing Opportunity module.Involve with daily stand up call with cross functional team, business people and technical architect.Created custom objects and Relationships between various Custom Objects according to the requirement.Designed and developed Validation rules, Workflow rules and sharing rules.Created Record Types and Page layouts as per requirement.Involved in creating Profiles, Permission sets, Users, sharing rules, Public Groups and Roles.Worked on Profiles, Permission sets and Organization Wide Defaults.Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.Developed Apex Classes and Triggers, Controllers and Visualforce pages to support the custom functionality.Involved Batch and Schedulable Apex as per the requirements.Working on new features proposed by business to modify and enhance existing module.Providing technical solutions and implementation for the given business requirement. |
| **Duration** | Feb 2019 to Jan 2020 |
| **Team Size** | 8 |
| Saleforce.com platform, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox, data loader, Sandbox environment. |
| Software: Salesforce.com |

**Project Profile# 2: TCTS Service Delivery Operation**

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| **Project Type** | To Develop & migrate existing service delivery process  |
| **Project Domain** | Telecom |
| **Client** | Tata Communications and Transformation Services  |
| **Project Description** | The objective of the TCTS Service Delivery Operation is to migrate existing SD and to develop new application which automate the service delivery process. |
| **Role** | Understanding and analyzing end to end flow of existing modules on Outcome.Developing new features using customization (Apex, Visualforce Pages, and Triggers) and configuration.Third party integration with Service Now Ticketing System.Involve with code review and business improvement process using Salesforce best practices guidelines.Designed and developed Validation rules, Workflow rules and sharing rules.Created Record Types and Page layouts as per requirement.Involved in creating Profiles, Permission sets, Users, sharing rules, Public Groups and Roles.Worked on Profiles, Permission sets and Organization Wide Defaults.Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects |
| **Duration** | Apr 2018– Dec-2018  |
| **Team Size** | 6 |
| Languages: Salesforce.com Apex, VF Pages, SOQL, Triggers, Approval Process, Integration. |
| Software: Salesforce.com |
| Tools : SFDC, Apex Data Loader, Service Now, Notepad++, MS Excel |

# Personal Details

**Name :** Vikash Sharma

**Date of Birth :** 04-05-1995

**Nationality :** Indian

**Languages Known :** English, Hindi, Bhojpuri, and Marathi

**Hobbies :** Cooking, Browsing Internet, Collecting Antiques,

**Present Address :** Birbhanpur, Rajatalab, Varanasi U.P 221311

# 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.

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Place:** Pune Vikash Sharma