

Sanket Sudhakar Karpe

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OBJECTIVE:

To work in an organization that provides ample opportunities for learning.

EDUCATION:

Qualification	College/University	Duration	CGPA/Percentage
B.Tech. Computer Engineering	Dr. Babasaheb Ambedkar Technological University, Lonere	2012-16	6.4/10
H.S.C	Maharashtra State Board	2010-12	72.67
S.S.C	Maharashtra State Board	2010	94

EMPLOYMENT CHRONICLE:

Role	Organization	Service Duration
Salesforce Administrator	Cognizant Technology Solutions Pvt. Ltd.	September 2019 – Present

Client: SALESFORCE

Duration: 2019 – Present

Role: Salesforce Administrator

Description: Internal Member of the Salesforce configuration team, responsible for assisting and providing technical support and resolving Admin queries of Salesforce end customers.

Key Deliverables:

- Manage operational requests and troubleshoot issues, working with diverse user groups Incident/problem determination
- Helped and guided customers on Lightning experience customization
- Assisted workflow, process builder, approval process, reports and dashboards, community, field service lightning, financial service cloud, health cloud, validation rules, and Sales & service cloud assistance
- Engaged with business partners to realize the full capabilities of Salesforce CRM to meet requirements
- Prepared Public-Facing document for business-related issues and procedures for configuration settings
- Develop customizations (new fields, new objects) to Salesforce.com that improve workflows and reporting
- Customize and troubleshoot Salesforce.com fields, page layouts, record types, validation rules, workflow rules, reports, and dashboards
- Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles, and workflow rules.

Certifications:

- Certified in Salesforce as Administrator
- Advanced Administrator
- Platform App Builder
- Completed more than 100 badges in Trailhead and achieved the highest “Ranger” rank

Role	Organization	Service Duration
Project Engineer	Wipro Technologies, Pune	April 2018 – August 2019

Client: UNHCR

Duration April 2018– August 2019

Role: Project Engineer

Description: The project involves supporting, troubleshooting, design and migration activity of UNHCR network consisting mainly of Datacenter in Geneva and Budapest each and more than 350 sites across the world.

Key Deliverables:

- System Administration
- Incident/problem determination
- Desktop support troubleshooting
- Handling Active directory issue at L1
- Handling password reset issue, creating domain user.
- Handling network printer issues like printer sharing, driver installation.
- Handling network drive mapping issues.
- Basics issues related to DNS, VPN, Patching tools like SCCM
- Problem, Change and Configuration management
- Service incidents and queries within the agreed service levels.
- Performing Service Requests based on Standard Operating Procedures.
- Scheduled tasks as part of Incident Management.
- Managing & delivering Technical administration for international clients.
- Recommends resolutions to complex matters of significance and coordinate the implementation of the approved course of action.
- Suggest/ implement services improvements plans.

Role	Organization	Service Duration
Customer Support Executive	Amazon Development Center	April 2017–April 2018

Client: Amazon.in/.na/.ca

Duration 2017 – 2018

Role: Customer Support Executive / SNR

Key Deliverables:

- Handling First and Immediate End user issues.
- Handling users queries across different country like north America, Canada and India Process
- Was promoted to escalation queue SNR
- Discovering training needs and provide coaching under SNR
- Meeting the desired service level.

ACADEMIC PROJECT:**Roll Shop Resource Planning System (RSRPS)**

- Completed **9 months Project in Vega Innovations and Technoconsultant Pvt. Ltd**, Pune for development of a web application using ASP.NET and MVC architecture for resource planning, optimizing the raw material and time constraint.
- The application would help Customers, Roll Shop Manager and Supervisors to continuously monitor the state of the mill and the status of the various orders of steel rods placed in the mill.

HOBBIES AND INTERESTS:

- Solving Rubik's Cube (**Best time: 54sec**), Rubik's Revenge, Professor's Cube

PERSONAL DETAILS:

Name	:	Sanket Karpe
Date of birth	:	10 th September 1994
Gender	:	Male
Marital status	:	Single
Nationality	:	Indian
Languages known	:	English, Hindi, Marathi
Permanent address	:	Manorath, Infront of kulaswamini mandir gate kulaswamini nagar, Latur- 413512, Maharashtra

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

Sanket Karpe