VIVEK RAJ



CONTACT:

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**PROFESSIONAL SUMMARY**

* A technology driven professional with Total 3.6 years of experience which

Includes 3.6 years of experience in Salesforce Administration.

* Conversant with the technology as SFDC.
* Have hands on experience in handling configuration changes in Salesforce

CRM tool, writing Workflows in Salesforce, Validation Rules, sharing rules,

Exporting/importing data via Data loader and Import Wizard in Salesforce,

Creating Reports and Dashboards.

SKILLS:

* SFDC: Custom Object, Approval Process, Process builder, Workflow Rule, Sharing Model,

Permission Set, Profiles, Validation Rule, Record Type, Report, Dashboard, Data loader,

Security Salesforce.

* Salesforce Platform: Sales Cloud, Service Cloud, CPQ
* Skilled in automation and configuration.
* SQL/SOQL

**Experience:**

March 2021 – Till Now

Salesforce Administration, Genpact India Pvt Ltd, Bangalore, India

* Maintaining the Salesforce Platform by monitoring support tickets or cases and user issue.
* As per requirement, we are making changes and creating Account object, Opportunity object and Bank accounts etc.
* Working on customization and configuration of salesforce platform.
* Working on Automation process like process builder, Workflow and Approval process.
* Working on CPQ (Create and send Agreement, maintaining rate card, Adding Products, Maintaining First transaction date).
* Working on Zettle and Citrix

December 2018 - November 2020

Salesforce Administration, CGI, Bangalore, India

* Worked with customers to understand needs and provide excellent service.
* Worked closely with senior colleagues to maintain optimum levels of

Communication to effectively and efficiently complete projects.

* Led projects and analyzed data to identify opportunities for Improvement.

Badges:

#### [Business Administration Specialist](https://trailhead.salesforce.com/en/content/learn/superbadges/superbadge_business_specialist)

#### [Lightning Experience Reports & Dashboards Specialist](https://trailhead.salesforce.com/en/content/learn/superbadges/superbadge-lex-rd)

#### [Security Specialist](https://trailhead.salesforce.com/en/content/learn/superbadges/superbadge_security)

EDUCATION:

May 2018

B. Tech in Computer Science

Shaheed Bhagat Singh State Technical Campus, Punjab

Percentage: 72%

May 2012

CBSE 12th

Al-Momin International School, Gaya

Percentage: 64%

May 2010

CBSE 10th

Al-Momin International School, Gaya

Percentage: 9.4 CGPA