

Akash Ajagekar



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PROFESSIONAL SUMMARY

- Overall 3.5+ years of experience and Over **2+ years** of experience in Salesforce.com CRM platform. Skilled in Service, Sales and Experience cloud.
- Working as Salesforce Engineer with different roles and responsibilities such as Product Technical Solution and Support, Product Testing, Product Quality Assurance and Documentation.
- Support Clients to install and configure different products of Cloud Compliance to their org till the UAT. Also provide technical solutions to meet the business requirements using declarative features like Workflow, Process Builder and Flows.
- Experience in implementing security and sharing rules at object, field and record level for different users at different level of organization, also created various profile and configured the permissions based on the organization hierarchy.
- Worked on daily Administration tasks like Implementation of Picklists, Dependent Picklists, Lookup, Junction objects, Master-Detail Relationship, Validation Rules formula fields to the objects.
- Raise a case with Salesforce Support, manage calls with them for Trial orgs, extends org expiry dates, Enabled person account request etc. Also Create and Manage Sandboxes of different org.
- Experience in using data loader for insert, update and bulk import or export of data from salesforce.com objects.
- Proficient knowledge of Governor limits.

PROFESSIONAL EXPERIENCE

Compass Group Pvt.Ltd

Front Desk Executive

Responsibilities –

Dec 2018 – June 2020

- Provided excellent customer service by promptly and professionally responding to customer and employee queries via phone and email.
- Maintained accurate and up-to-date records of employees and customers in a database system.
- Managed emergency calls and took appropriate action to resolve issues and ensure the safety of all parties involved.
- Handled transport and recruitment related queries, providing accurate and timely information to employees and customers to ensure a smooth and efficient process.
- End to end support to employees and customers.

Cloud Compliance

Salesforce Engineer

Mar 2021 – Till Date

Responsibilities -

- Product Technical Solution and Support, Product Testing, Product Quality Assurance and Documentation.
- Worked on the User Management and Daily Admin tasks to set up security settings, create custom objects, page layouts, relationships, profiles and permission sets.

- Support clients to install and configure different products of Cloud Compliance to their org till the UAT.
- Requirement Gathering for the new clients and accordingly plan product installation and configuration timelines with team to meet the deadlines.
- Requirement gathering of automation use cases and providing best solution for the same and implementing in clients Salesforce org using Workflows, Process Builder and Flows.
- Data Insertion, Data Importing and Data Migration in CSVs format with the help of Data Loader or Workbench tool.
- Create solution documents, FAQ docs, help articles for internal team.
- Re-engineered an existing product which has active users, as per client's requirements.
- Coordinate communications within team related to activities.

SKILLS

- Salesforce Administration
- Sales Cloud
- Service Cloud
- Experience Cloud
- **Automations:** (Flows, Process Builder, Workflows, Approval Process)
- **Programming:** SOQL, OOPS, HTML, CSS
- **Tools:** Workbench, Data Loader, Postman, Salesforce Inspector, Maven

PROJECTS

1. ITMA – Cloud Compliance Product Configuration, Technical Support and Solution

Responsibilities -

- Requirement Gathering for the client and accordingly plan product installation and configuration timelines with team to meet the deadlines.
- Re-engineered an existing product which has active users, as per client's requirements.
- Requirement gathering of automation use cases and providing best solution for the same and implementing in clients Salesforce org using Workflows, Process Builder and Flows.
- Create solution documents for clients to help them while configuring and testing of product in their Salesforce Org.
- Coordinate communications within team related to activities

2. Coinbase- Sandbox Data Masker Product Implementation and Support

Responsibilities -

- Requirement Gathering for the client and accordingly plan product installation and configuration timelines with team to meet the deadlines.
- Re-engineered an existing product which has active users, as per client's requirements.
- APIs testing and Data Migration with different tools like Postman, Workbench and Data Loader.
- Masking millions of records distributed along different objects.
- Coordinate communications within team related to activities

3. DocuSign - Sandbox Data Masker Product Implementation and Support

Responsibilities –

- Requirement Gathering for the client and accordingly plan product installation and configuration timelines with team to meets the deadlines.
- Re-engineered an existing product which has active users, as per client's requirements

4. iRobot - Cloud Compliance Product Configuration, Technical Support and Solution

Responsibilities –

- Requirement Gathering for the client and accordingly plan product installation and configuration timelines with team to meets the deadlines.
- Re-engineered an existing product which has active users, as per client's requirements

5. RLA- Sandbox Data Masker Product Implementation and Support

Responsibilities –

- Requirement Gathering for the client and accordingly plan product installation and configuration timelines with team to meets the deadlines.
- Re-engineered an existing product which has active users, as per client's requirements.
- APIs testing and Data Migration with different tools like Postman, Workbench and Data Loader.
- Masking millions of records distributed along different objects.
- Coordinate communications within team related to activities

EDUCATION

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| 2016- 2018 | Master of Computer Application (MCA) Government College of Engineering, Karad Maharashtra, India |
| 2013 - 2015 | Bachelor of Computer Science (BCS) Shivaji University of Kolhapur, Maharashtra, India. |
| 2011 - 2012 | HSC State Board of Maharashtra, India. |
| 2010 | SSC State Board of Maharashtra, India. |

PERSONAL DETAILS

- **Date of Birth:** 14 June, 1994
- **Languages known:** English, Hindi and Marathi
- **Interests:** Sports, Video Games, Travel, Bike Ride.
- **Address:** At. Post Pendharwadi, Tal -Ajara, Dist- Kolhapur, Maharashtra, India Pin Code- 416220.