**HIMANSHU SAHAI**

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 ***SNAPSHOT***



* A Technocrat professionalwith close to 6 **years** of experience in Salesforce CRM.
* **Certification: Salesforce Certified Administrator.**
* **Certification: Salesforce Certified Advanced Administrator.**
* **Certification: Salesforce Certified Platform App Builder.**
* **Certification: Salesforce Certified Einstein Analytics And Discovery Consultant.**
* Firm interpersonal skills, with the ability to easily and effectively interact with technical, non-technical, support, and business staff at all levels.
* Focused & goal driven with a strong work ethics, continuously striving for improvement coupled with excellent administrative aptitude with an eye for detail & commitment to offer quality work.
* Quick learner & highly energetic having a keen aptitude for learning and productively applying new knowledge resourcefully.
* Good Communication Skills.

 ***AREA OF EXPERTISE***



* Experience in **Designing, Implementing, Configuring, Deploying** and **Administrating Salesforce.com CRM.**
* Working with Business owner and SFDC Development team for smooth implementation of requested enhancement or system error.
* Handling **Reports, Custom Report Type, Dashboards,** and other analytics requests.
* **Testing, Training and Documentation** for user adoption of new and existing CRM functionality.
* Data Quality monitoring, managing, back up and updating with **Import Wizard,** **Apex** **Data Loader** and **Salesforce for Outlook**.
* Worked with communities and on custom solutions built on force.com platform.
* Manage **Security Settings** and **Sharing Rules.**
* User account administration including setting up new user, **role hierarchy changes**, profile maintenance and **Permission sets**.
* Manage daily administration tasks of user reported issues, new functionality, **record types, page layouts,** and other customizations as needed.
* Hands on Experience in **Creating Custom Objects, Custom fields, Page layouts, Custom Tabs,** and various other components as per the client and application requirements.
* Developing and managing **Process Builder, Validation Rules, Approval Process** and **Email Templates** for Business to automate procedure.
* Creating and maintaining **Workflow Rules, Approval process, Escalation Rules, Custom Formula Fields, Lead Assignment rules** and **Case Assignment Rules.**
* Hands on in **Sales Cloud** and **Service Cloud.**
* Expertise in CRM business processes like **Campaign Management, Lead Management, Account Management** and **Case Management.**
* Data management and administration of **Communities, Portal, Accounts, Tabs, Contacts, Opportunities, Cases, Price Book** and **Content.**
* Experience with the process of adding **3rd party apps** from the **AppExchange**.
* **Deployment** using **Change Sets.**
* Experience in **Agile**, Scrum and Waterfall methodologies for Software Development Life Cycle **(SDLC).**

 ***SKILLS SET***



Salesforce.com, SFDC, Salesforce CRM, Force.com IDE, Apex Data loader, Creation of Objects, Record Types, Workflows, Approvals Processes, Escalation rules, Assignment rules, Validation rules, Sharing rules, Custom Page Layouts, Custom Fields, Case Management, Lead Management, Data Maintenance, SOSL, SOQL, Visualforce Pages, Security, JIRA, Process Builder, Batch, SQL, Salesforce for Outlook, Excel Connector, Chatter, Eclipse, Lightning and Microsoft Office.

 ***CAREER SCAN***



**Mar’19 to Present: Salesforce.com**

 **Key Deliverables as Support Engineer**

Working as Salesforce.com Administrator for CRM and customised solution built on force.com platform.

* Drive end-to-end effectiveness of Salesforce.com, including lead management, revenue forecasting, pipeline visibility, data management and customer support.
* Identify and develop dashboards and reports across the entire sales cycle.
* Ongoing management and maintenance of Salesforce.com CRM implementation, including user administration.
* Designing and implementing upcoming changes and enhancing existing functionality.
* Serving primary point of contact for those who require maintenance, configuration and enhancement.
* Security and User Management through roles, profile, permission sets, sharing rules and security settings.
* Data Management with Data Loader and Apex Explorer and Territory.

**May’17 to Dec’17 : Sakhatech Information Systems**

 **Key Deliverables as Salesforce Administrator (Client- FARMERS INSURANCE GROUP)**

* Developing Process flow, Validation Rules and Approval Process for Business to automate procedure.
* Working as Salesforce.com Administrator for CRM and customized solution built on force.com platform.
* Drive end-to-end effectiveness of Salesforce.com, including lead management, revenue forecasting, pipeline visibility, data management and customer support.
* Identify and develop dashboards and reports across the entire sales cycle.
* Ongoing management and maintenance of Salesforce.com CRM implementation, including user administration.
* Designing and implementing upcoming changes and enhancing existing functionality s per business needs.
* Serving primary point of contact for those who require maintenance, configuration and enhancement.
* Security and User Management through roles, profile, permission sets, sharing rules and security settings.
* Data Management with Data Loader and Apex Explorer and Territory.

**** Mar’14 to Apr’ 17: Neobytes Software Solutions**

 **Key Deliverables as Salesforce Administrator (Client- FARMERS INSURANCE GROUP)**

* Working as Salesforce.com Administrator for CRM and customized solution built on force.com platform.
* Drive end-to-end effectiveness of Salesforce.com, including lead management, revenue forecasting, pipeline visibility, data management and customer support.
* Identify and develop dashboards and reports across the entire sales cycle.
* Ongoing management and maintenance of Salesforce.com CRM implementation, including user administration.
* Designing and implementing upcoming changes and enhancing existing functionality.
* Serving primary point of contact for those who require maintenance, configuration and enhancement.
* Security and User Management through roles, profile, permission sets, sharing rules and security settings.
* Data Management with Data Loader and Apex Explorer and Territory.

 ***INDEPENDENT PROJECTS***



 **Jan’18 to Jul’ 18:**

* [Develop existing org](https://www.upwork.com/o/jobs/job/_~011ed3283f352dfe99/).
* Build CRM for Advertising Agency.

 ***PERSONAL SKILLS***



* I believe that all best things are genuine. That’s why I always want to be creative.
* Always ready to learn regardless of the source.
* Love to work in a team.

 ***EDIFICATIONS***

* 2011 B.Tech. In Electrical and Electronics Engineering from H.R.I.T, Ghaziabad (U.P.).Secured 63.9%
* 2004 Intermediate from PMIC (U.P. Board). Secured 66.4%
* 2002 High School from PMIC (U.P. Board). Secured 62%

 ***PERSONAL VITAE***

Date of Birth : 26th Jan 1987 Residential Address : 1/116, Vikas Nagar, Kursi Road, Lucknow.

Linguistic Skills : English, Hindi.

 