GAURAV AGGARWAL

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**SALESFORCE ADMIN**

**Profile**

* 3 years of working experience in Salesforce Administration and Salesforce CPQ with total IT experience of 10 years
* One year experience with Salesforce.com India Pvt. Ltd.
* In last assignment, I was working as Systems Engineer in Salesforce Administration team providing administration and CPQ support to multiple customers of different countries
* Incident Management Experience (based on best ITIL practices) in order to achieve fullest utilization of salesforce org and resources.
* Problem management Experience in order to achieve maximum customer satisfaction

**Experience Summary**

**Salesforce.com India Pvt. Ltd, Gurgaon**

**Systems Engineer - Salesforce Administration Team**

**(1st Jan 2020 – 6th Nov 2020)**

Project - Salesforce Administration and CPQ

Responsibilities:

* **Objects/Field Creation** - Creation of Custom Objects, Custom fields, Formula fields, Custom Apps, Custom Tabs etc.
* **Reports** – Creation of various Reports and Dashboards.
* **Data Management** –  Insert, Update, Upsert, Delete, and Export of data via Dataloader.
* **User Interface customization** – Page layout, Mini page layout, Global actions , Record Types etc.
* **Data modeling** – Relationships, Roll up summary, Schema builder, Field Dependency etc.
* **Process Automation** – Workflow Rules, Approval process, process Builder etc.
* **Activity Management/Escalation rules** - If, And, Not, Or, Len(), Find(), Begins(), Contains(), Includes, Left(), Right(), Lower(), Isblank(), Isnull(), Regex etc.
* **Security Management** – OWD, Sharing rules, Profile management, Permission sets, Field level security, Record-level Security, Role Hierarchy etc.
* **Object Relationships** – Lookup, Master-detail, Many-to-many, Hierarchy, User
* **User Management** – Creation of new users, deactivation of existing users and password management.
* **Troubleshooting** – Troubleshooting login, access and sharing issues.
* **Salesforce CPQ** – Bundle Configurations, Option Constraints, Product Feature, Pricing, Quote Line Editor Configurations, Search Filters, Custom Acions, Guided Selling, Product Rule, Configuration Attributes, Price Rules, Quote Documentation
* **Salesforce Service Cloud** – Case Management, Auto-Response Rule, Web-to Case,Email-to-Case,Escalation Rules, Salesforce Solution Management
* **Salesforce Sales Cloud** – Campaign Management, Lead Assignment Rule, Lead Conversion, Product and Pricebook management
* **Version Control** – Git/Github usage for version control
* **Platform** – Expert in both Classic and Lightning platforms
* **Agile methods** – Experience with Jira and Confluence
* **Deployment** – Sandbox to Production or Sandbox to Sandbox through change sets

**Click Software, Gurgaon**

**NOC Shift lead – Salesforce Administration**

**(1st Sept 2017 – 31st Dec 2019)**

Responsibilities:

* **Salesforce Administration** (Creation of Custom Objects, Custom fields, Standard fields, Formula fields, and Page layouts, Custom Tabs, Standard Tabs, Reports, Dashboard, Workflow, Process Builder, OWD, Profile, Role Hierarchy, Sharing rules, Permission sets, Data management, Field level Security, Record-level Security, Record Type, Object Relationships, User Management, Auto-Escalation, Auto-Assignment, Page layout etc.)
* **Entire Infra Monitoring** (Via monitoring tools like - Opmanager, Nagios, Grafana, Slack, outlook alerts and Pagerduty)
* **AWS Administration** (Instance creation, IAM, SNS, VPC, Auto scaling, S3, Route-53, Cloud watch, cloud Front etc. )
* **Alert configuration** and updation in monitoring tool (Opmanager)
* **Incident Management/Problem Management** as per best ITIL practices.
* **Resolving Infrastructure/configuration L2 issues** as per SLA
* **Resolving DB issues** ( DB failover, DB restoration, DB backup etc. )
* **Linux Administration** (CPU, Memory, Disk space, Nginx, permission, file compression, cronjob etc.)
* **VPN** Configuration and Administration
* **Jenkins management** (helping developers in bugs finding)
* **Roster management** – Roster management of all NOC Engineers
* **New SOP/Process creation**
* **Promoting Customer Satisfaction** and retention of customers
* **Mentoring new joinees**

**Click Software, Gurgaon**

**NOC Engineer – Salesforce Support**

**(3rd Oct 2012 – 31st Aug 2017)**

Responsibilities:

* Salesforce Administration
* Infrastructure Monitoring
* AWS Administration
* Alert configuration and update in monitoring tool (Opmanager)
* Incident Management/Problem Management as per best ITIL practices.
* Resolving Infrastructure/configuration L2 issues as per SLA
* DB issues ( DB failover, DB restoration, DB backup etc. )
* Linux Administration (CPU, Memory, Disk space, Nginx, permission, file compression, cronjob etc.)
* VPN Configuration and Administration
* Jenkins management (helping developers in bugs finding)

**CampusEAI India Pvt. Ltd, Gurgaon**

**2 yrs as NOC Engineer(1st Dec’09 – 3rd Dec’11)**

Responsibilities:

* Handling International calls and providing first call resolution
* Monitoring and controlling 1000 servers through Zenoss/Dotcom monitor and Putty
* Creating/Resolving/Assigning tickets to the concerned persons through CONNECTWISE ticketing tool
* Incident Management as per best ITIL practices.
* Installing and configuring Linux Server,Windows Server and anti-viruses
* Setting up, managing, maintaining and administration of Local Area Network
* Troubleshooting and helping users for their specific computer/Network related problems.
* Installation and Administration of Domain Controller with managing and administrating of user accounts, groups and their specific rights.
* Accessing server through PUTTY (through LINUX BASED COMMANDS) & perform file system changes as per requirement
* Monitoring LAN/WAN network and in case of RTO raise tag with Internet Service Provider and shift entire network to secondary ISP
* Generating Netvault Backup report/Concurrency Report and other NOC reports
* Generating/Running SHELL SCRIPTS
* Restarting servers as and when required
* Deleting Obsolete Logs every week from all the servers to clear disk space
* RCA finding after issue resolution
* Taking backup of a particular file/directory through Linux
* Performing Hardware/Network troubleshooting/Cabling/Rack Maintenance
* Performing Quality Assurance(QA) Testing of portals after Upgrade/Changes
* Performing editing/changes on portals and websites based on LIFERAY (Portal instance creation, Users, groups and sites, Roles/Rights, public/private pages etc.)

**Professional Certifications**

* Salesforce ADM 201
* AWS Certified SysOps Administrator
* ITIL certified (Foundation)
* Red hat Certified Engineer. (LINUX)
* Microsoft Certified System Administrator (MCSA)
* Cisco Certified Network Associate (CCNA)

**Strengths**

* Transparent, reliable, dedicated, smart working team player
* Work towards issue prevention after resolving the problem
* Good Listener, learning, positive attitude, understanding
* Installation of different softwares

**Education**

* MBA(IT) from MDU, Rohtak
* B.Com from Delhi University

**Personal Details**

Date of Birth : 25th Apr 1985

Language Known : English, Hindi

Current Location : India

Gender : Male

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