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| ObjectiveTo work in challenging environment, demanding all my skills and efforts to explore and adapt myself in different fields and realized my potential where I get the opportunity to see myself in top management of the company in next five years.Skills* Salesforce Admin
* Workflow and process builder automation tool
* Financial services Cloud
* Triggers, LWC, Visualforce, Apex Class
* Reports and Dashboards
* Dataloader
* JIRA Tool
* Profile Creation and hierarchy
* Team Lead
* Digital Banking
* Financial Statement Analysis
* Payroll Processing
* Microsoft Excel
* CRM Relationship Management

EducationMBA - (Finance and IT) •Sep 2011 • PDIMTRGPA: 65.4%B. COm (Computer Application) • May 2009 • RTM Nagpur University.GPA: 65.44%Certifications1x SALESFORCE CERTIFICATEC, C++ CERTIFICATEVolunteer WorkMember of Divya Jyoti Jagran Santhan a Socio- spiritual body to work internal science of self –realization – Brahm Gyan (sadhana) www.djjs.orgMember of YPSS (YUVA PARIWAR SEWA SAMATI)) www.ypss.orgpersonal deatilsFather – Naresh Fating, Mother – Manjusha Fating,Married to – Divya Fating and Having kid of 3.5 year, DOB – 26 Oct 1987, Languages – English, Hindi, Marathi.Home town – Nagpur. |

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| Ankit fating1x Salesforce cERTIFIED, salesforce admin, CRM Management, banking operations, payment process and digital banking. |

ExperienceSalesforce consultant•IDFC FIRST BANK• sep 2020 – till.* Performed in-depth analysis of business practices and provided recommendations on ways to improve the processes in JIRA Tool
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Worked on Sales cloud and Financial service cloud.
* Experienced working on Case Management captured cases from the company's website and customer emails.
* Created case sharing model and assigned cases to users according to the role hierarchy.
* Escalated cases according to the case priority Worked on Auto-response rules if customers contacted beyond the business hours.
* Created Case Queues which automatically assign cases to a specific user or group of users based on predefined criteria Worked on Record Types, Validation Rules, and Page Layouts.
* Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to the client's Salesforce technology enhancement and initiatives.
* Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.

 **MANAGER - CRM SUPPORT**• Kotak mahindra Bank • DEc 2016 – SEP 2020* Work with business and IT teams to initiate, scope and sponsor cross-functional projects for CRM roll out, enhancements and training
* Scope training and support materials to best engage users for successful system adoption
* Support the on-going development of CRM as a sales, marketing, support and management tool
* Engage key stake holders for timely and meaningful feedback to leverage the information for better system adoption and enhancements
* Drive for process effectiveness
* Presentations to Leadership Teams
* Support of business, operations and technology teams

 DEPUTY mANAGER – cRM AND DIGITAL BANKING• HDFC Bank • Aug 2015 – Nov 2016.* CRM lead Monitoring,
* Support to Updating and closer the leads on time,
* Training and educate CRM lead process and mapping.
* Digital Banking process, E- NET, Paypro
* Uploading campaigns, Leads and task.

 Assistant Manager - Core Banking Operations • Axis Bank • Dec 2012 – July 2015.* To Managed core banking operation, Payroll Processing, process all Regular Inward and outward operations, RTGS, NEFT, Salary and Bulk Payments,
* Managed the deliverables Cards, Pins and cheque books.
* Process and audit Transaction monitoring activities AML and KYC, Vendor Management for procurement and payments for different vendors, Acquisition and CRM lead Creation and updating.

 Executive - retail forex payments and inwards• Thomas cook india limited • Aug 2011 – dec 2012.* Working as executive in retail forex division,
* Penetrate the products Inward and outward remittances,
* wholesale forex rate booking and billing processing, travel card reloading and issuance,
* Invoicing the daily transaction wholesale and retail forex, processing outward payments by creating MT103 file.
* Spot rate booking for transactions processing.
* Visa Processing for travel, and processing travel insurance of clients on portal.
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