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| Objective To 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 • PDIMTR GPA: 65.4% B. COm (Computer Application) • May 2009 • RTM Nagpur University. GPA: 65.44% Certifications 1x SALESFORCE CERTIFICATE  C, C++ CERTIFICATE Volunteer Work Member of Divya Jyoti Jagran Santhan a Socio- spiritual body to work internal science of self –realization – Brahm Gyan (sadhana) www.djjs.org  Member of YPSS (YUVA PARIWAR SEWA SAMATI)) www.ypss.org personal deatils Father – 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. | |  | | --- | | 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. |