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Divyansh Sharma

SUMMARY:

- Currently holding nearly **5 Years** of Extensive IT experience in **Salesforce Environment**, **Salesforce Enhancement, Salesforce Analytics** and **Dot Net** at **Fujitsu (Japanese Based MNC), Nagarro (German Based MNC), Adobe (US Based MNC) and now with Tech Mahindra.**
- Proficient analytical, creative, debugging skills with **Multiple Client facing ability**.
- Proven ability to work efficiently in a team or independently.
- Ability to adapt to rapidly changing environments and resolving mission-critical issues to ensure bottom-line success.
- Strategic Planning for better implementation in the Business Processes.

SKILLS:

- **Salesforce Technologies:** Salesforce Administration, Salesforce Enhancements, Salesforce Analytics etc. (**Salesforce Certified Administrator**). **Also Leading the Current Module in the Team**.
- **Other Technologies:** HTML, CSS, Microsoft Dot Net, JavaScript.
- **Language Skills:** Japanese **JLPT N5, JLPT N4, JLPT N3** Certified. (**JLPT N2 Seeking**)
- **Other Proven Skills: Business Analytical Skills, Analyzing Skills.**

CERTIFICATIONS:

- **Salesforce Certified Administrator**
- **Salesforce Certified Advanced Administrator**
- **Salesforce Certified Platform Developer**
- **Salesforce Certified Sales Cloud Consultant**
- **Salesforce Certified Service Cloud Consultant**
- **Salesforce Certified App Builder**
- **Salesforce Certified Experience Cloud Consultant**
- **Salesforce Certified Development Lifecycle and Designer Architect**
- **Salesforce Certified Sharing and Visibility Architect**
- **Active Directory Expert Level Certified**

- **Japanese JLPT N4**
- **Japanese JLPT N3**
- **Japanese JLPT N2 (Seeking)**
- **EF SET Certified C1 Level**
- **EF SET Certified C2 Level**
- **Google Digital Unlocked Certified**
- **NIELIT / DOEACC CCC Certified**
- **NIELIT / DOEACC BCC Certified**

Awards & Recognition:

- Big Thankyou Award (Nominated by the Team Lead)

- Thankyou Award (Nominated by the Project Manager)

EXPERIENCE:

4. **Tech Mahindra, Noida (October 2021 – Present).**

4.1 Senior Software Engineer: Lohia Implementation Project

Duration	:	**Oct 2021** – Present
Client	:	Lohia
Position	:	**Sr. Software Engineer	On-site Position – Project Manager (Sales/ Service)**

Roles & Responsibilities:

- Working in a Client Facing Role in the Implementation of the Entire Project.
- Working closely with the Client and with their respective stakeholders (of Sales, Service and Spares) to make sure the entire Implementation gets aligned in a scalable way and the Solution is stable.
- Managing the Entire requirement on the **Sales Side (Sales Cloud),** to understand their needs and accordingly make the Entire Team aware so that the Implemented Solution is stable and Futuristic.
- **Working Closely with the Development Team on the Both Development/ Administration** by using **Validation Rule, Workflow, Triggers**, **Flow, Process Builder, User Maintenance, And Other SFDC Environment etc.**
- Advising the respective stakeholders about the expected implementation**,** against their requirements.
- Using **JIRA** for **Creating Epic, User Stories & Tasks** for the given Requirements, also to have a track of the overall Implementation.
- Acting as a Project Bridge in between the Client as well as the Offshore Team for having a **Seamless Technical Information Flow**, so that the Solution gets Implemented without any **Gaps.**

- **Have Also been appreciated by the Client as the way of working/ operating of the Onsite team as the Technical/ Functional Gaps are being filled.**
- Simultaneously helping the QA Team to do the required testing, giving the required Inputs/ Data in processing of the Tasks/ USTs.

3. **Adobe, Noida (July 2021 – October 2021).**

3.1 **Analyst, Project: Worldwide Sales Operation**

Duration	:	July 2021 – Present
Client	:	**Worldwide Sales Operation**
Position	:	**Salesforce**

Roles & Responsibilities:

- Maintain and customized Sales Cloud and Service Cloud applications.
- Managed worldwide sales operation team.
- Managed the Lead Conversation process from scratch.
- Worked on Lead, Account, Contact and Opportunity cases.
- Handle all Administrative Functions including User Account Maintenance, Reports and Dashboards, Workflows, and other Routine tasks.

- Worked on User creation, User maintenance, and various User's Associated Cases.
- Worked on critical cases, as per the assignment.
- Maintained Good SLAs with respect to the assigned Tickets related to the Salesforce.com issues.
- Experience with Salesforce Lightning and Salesforce Classic Interfaces.
- Managed various salesforce instance like Corp, Marketo, Magento, Echo Sign etc.
- Managed the Module with 5 more colleagues.

2. **Nagarro, Gurgaon (March 2021 – July 2021).**

2.1 **Senior Engineer, Project: Entrust Data Card (US Based).**

Duration	:	March 2021 – July 2021
Client	:	**Entrust Data Card (US Based)**.
Position	:	**Salesforce Consultant**

Roles & Responsibilities:

- Maintain and customized Sales Cloud and Service Cloud applications.
- Managed Salesforce security including roles, profiles, sharing rules, workflows, custom objects, security settings, page layouts and validation rules etc.
- Handle all Administrative Functions including User Account Maintenance, Reports and Dashboards, Workflows, and other Routine tasks.
- Worked on User creation for both SSO and Non-SSO based Salesforce users.
- Worked on P1, P2, P3, P4 based Tickets, as per the assignment.
- Maintained Good SLAs with respect to the assigned Tickets related to the Salesforce.com issues.

- Experience with Salesforce Lightning and Salesforce Classic Interfaces.
- Used Data Loader for Lead Import.
- Handled Salesforce for Outlook Tickets for the SSO and Non-SSO Salesforce Users.
- Manage operational requests and reporting including customer analysis and individual views and troubleshoot issues.
- Took regular calls with the Client team and Customers to discuss on the Tickets and CRs.
- Managed housekeeping activities including SFDC licenses management with respect to the Salesforce users.
- Develop training materials and provide training and support to SalesForce.com end users.
- Maintain database for integrity and accuracy including cleansing and duplicate record management for the Salesforce.com Environment.
- Ensuring seamless Access to Salesforce for the users who are associated with the Salesforce Environment, by working on the assigned Incidents.
- Hands on experience on TFS (Triole for Service Desk – Ticketing Tool) Tool / TFS Now Tool / ITG Tool for Incidents/Tickers assignment.
- Experience in analyzing business requirements and gathering information required for improvising Salesforce User Experience.

1. **Fujitsu Consulting India, Noida (November 2017 – March 2021**

1.1 **Assistant Application Developer, Project: Fujitsu Technology Solution (FTS).**

Duration	:	April 2018 – Present
Client	:	Fujitsu Technology GMBH (Germany).
Position	:	**Salesforce Consultant.**

Roles & Responsibilities:

- Serving as a Salesforce Consultant for the Salesforce.com environment.
- Working with the Onshore **German Salesforce Team (Fujitsu Technology Solution GMBH)** and

managing the assigned Tasks.

- Worked with QA Team to provide necessary updates and support.
- Responsible for the analysis and development of changes required to improve the performance of an existing salesforce solution etc.
- Dealing with **SSO and Non-SSO based Change Requests (CR), Work Tasks and Incidents**.
- Adhere **SLA and KPIs** to make sure the Delivery goes well and smooth.
- Have the Knowledge of Salesforce.com features & limitation (**Process-Builders, Big Objects, Workflows, Validation rules etc.**)
- Performing **Daily Auditing Tasks / Periodic Auditing Tasks**.
- Managing **Partner Portal and all the associated portals (Ex FIOLA, SAP Portal etc.)** in the Salesforce Environment.
- Ensuring seamless Access to Salesforce for the users who are associated with the Salesforce Environment, with respect to the **Production, Test, and the Lex Dev Environment**.
- Handle all basic Administrative Functions including user **Account Maintenance, Reports and Dashboards, Workflows, and other Routine tasks**.
- Hands on Experience of using **Microsoft Active Directory Tool / TFS Now Tool / ITG Tool**.
- Experience of using **Microsoft Visual Studio 2010 and SQL server 2008**.
- Fixing / Updating Records as per the requirement.
- **Created Profiles, Permission Sets, and Role Hierarchie**s as per the requirement.
- Manage Salesforce Security including Roles, Profiles, Sharing Rules, Workflows and groups.
- Maintain security including adding or revising sharing rules and security levels.
- Constant attention to manage unnecessary fields and data; manage layouts.
- **Maintain Fields, Views, Reports, Dashboards, Campa**igns and other salesforce.com Objects and Functions.
- To Assist Software personnel in handling project related work and other requirements.
- To coordinate with **the Onsite Software Professionals and Consultants**.
- To maintain **the Dot.Net Part as per the requirement**.

1.2 **Assistant Application Developer, Project**: SSBU Image Processing

Duration	:	Aug 2018 – Oct 2018 (Shared Resource)
Client	:	Fujitsu Japan.
Position	:	**Bilingual Technical Analyst**.

Roles & Responsibilities:

- We need to provide the data input to the AI Machine to provide the data for the data recognition.

- For this we captured the Real Time Images from the Videos and meanwhile we took the manual count to ensure the count head detected by the machine and also the human of all those Vehicles is similar.
- In this we defined the ROI (Region of Interest) to mark the Region on which the machine should focus for the counting.
- In this Project worked to gather all the information documented in Japanese, was responsible to compile it correctly as per the business requirement.
- Bridged the communication gap in terms of technical understanding of the project.
- Deployed and corrected the errors of the fellow colleagues in terms of technical understanding.
- As this was the Native Japan's Government Project all the Tools & Assists were kept confidential, moreover all the access for the project was kept in a Secured ODC.
- Project's development is still mentored and yet to be on a conclusion for what purpose it is being Developed.

1.3 **Assistant Application Developer, Project**: Bilingual Initiative by Fujitsu, **Techno Japanese Bilingual**

Duration	:	Nov 2017 — April 2018
Client	:	Fujitsu Global.
Position	:	**Japanese Bilingual**.

Roles & Responsibilities:

- Bridge Engineering Gap.
- Trained by Native Japanese.
- Trained on various Technologies like Java, Dot Net, and SQL etc.
- Coordinator
- Fluency in Speaking in Japanese Language.
- Can Read - Write and communicate fluently.
- Business Japanese Skills.

EDUCATION:

- Bachelor of Technology (Computer Science) from Babu Banarasi Das University (BBDU), Lucknow, Uttar Pradesh.
- Intermediate from Lucknow Public School.
- High school from Lucknow Public School.

PERSONAL DETAILS:

- Name : Divyansh Sharma
- Date of Birth : 22nd June 1995
- Linguistic Proficiency : English, Hindi and Japanese.
- Hobbies : Gaming and Researching.
- **LinkedIn Profile** : https://www.linkedin.com/in/divyansh-sharma-ディビャ ンシュ-2182a813a
- Trailhead Profile : https://trailblazer.me/id/dsharma74

DECLARATION: - I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:

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(Divyansh Sharma)