**Pushp Raj Dora**

**Job Profile:** Senior Salesforce Administrator.

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# SUMMARY

To work at the responsible position of Salesforce admin and support the organization in meeting their sales goals, additionally having good knowledge of Information security GRC and maintaining compliance of the manufactured Products and services with standards and Compliances like ISMS.

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| TOOLS USED |
| Data loader, Workbench, ZenDesk, Salesforce Inspector, Data-Dog |

### **PROFESSIONAL EXPERIENCE**

## WhiteHat Education Technology PVT LTD (September 2020 – Till Present)

* Working as a Salesforce Lead and handling a team of 34 Admins.
* Worked on Configuration of SalesForce.com Data model using Objects, Fields, Roll- up Summary, Lookup, Master Detail, Record types, View through page layouts.
* Designed Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Process Builder and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Experience in Sales cloud- Experience working in Lead, Opportunity, student, account and Contact.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
* Experience performing database operations using Data Loader, Workbench. In maintaining the data quality in migration.
* Experience in Salesforce Reports and Dashboards. Created different types of reports and Dashboard.
* Helping projects and business processes with SOP documentation and impact analysis.
* Knowledge on Debug logs. Organization ID and Grant Login Access.

## SVAM Internationals (Payroll – cetpa infotech) (Jan 2019 – September 2020)

* In the organization, I was handling multiple projects and managing team of 18 associates.
* Worked as a Salesforce administrator, providing assistance to front end operations.
* Proficiency in SFDC Administrative tasks like creating custom Profiles, Role Hierarchies, Users, Permission sets, sharing setting.
* Successfully designed and implemented Incident or Task Management Life Cycle for Salesforce process or associated teams.
* Handling escalations and incident tickets on Zen-desk ticketing tool, to support the sales front end operations.

## Xerox, Gurugram (Aug.’17 – Dec. 2018)

* Asset Management monitoring on **Qualys: Global IT Asset Inventory and Management** Self-Paced Training.
* Familiar with the Information Security standards, Risk & Compliances, control testing.
* Ability to detect and analyze a problem and suggest feasible solutions.
* Familiar with the PCI DSS requirements, measurements and evaluation.
* Major projects for Xerox to do quarterly risk assessments (Qualitative) and incident reporting.

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| Achievements: - Successfully completed 3 projects   1. MDS Asset Security and Compliance and implemented Eracent Asset management tool 2. Patch Security Management program. 3. McAfee and ePO deployment on remote user’s machine. |

## IT by Design (November 2016 – April 2017)

* Windows 2008 Active Directory Support for end users.
* Delegating permissions on folders in file servers.
* Basic troubleshooting of Microsoft office 365 environment.
* Handling application and hardware related issues in Desktop Support for remote clients.

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| R Systems International, Noida (Dec.’15 – Sept.’16) |

* Associated with major projects to support client’s multi-factor authentication issues, one of the Major client was Xerox Services.
* Managed the company owned Secure Authentication server and troubleshooting web-based incidents, error capturing for audit and debugging. IDP to provide SSO authentication, 2 Factor Authentication and Adaptive Authentication to clients.
* Troubleshooting on certificate services, to provide 2 Factor Authentication to Internal or external users.

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| Xerox Services India Pvt. Limited, Noida (Feb.’13 – Sept.’15) |

* Worked as an Information Management Analyst and was responsible for IT infrastructure related issues, like Desktop/Laptop and Windows Server Services.
* Associated with the multiple projects and worked on risk analysis team and IT security control implementation.
* Managing Vendor Management for IT procurement team for hardware replacement issues.
* Engaged in internal IT Audits, Disaster Recovery Testing, and Shutdown activity process.

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| QUALIFICATIONS |

* B. Com form. HNBGU Dehra Dun. 2011
* All India Senior School Certificate Examination (commerce) 2008
* All India Secondary School Examination. 2005

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| CERTIFICATIONS |

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| * ISO 27001 LA Certified * Microsoft Certified IT Professional * Microsoft Certified Solutions Associate * Microsoft Certified Professional * Microsoft Certified Technology Specialist * Microsoft Certified Trainer | * ITILv4 Foundation * Active Directory Server 2008R2 * Qualys VA management * Quays Patch and Asset Management * Salesforce Admin |

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| PERSONAL DETAILS |

Address: Flat Number H-702, Neelpadam 1, Sector 5, Vaishali

Nationality: Indian

Language Known: Hindi and English.

*References are available upon request.*