

PRABHAKAR BALGERI

SALESFORCE ADMINISTRATOR

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Objective

To contribute an organization by using my skills and knowledge, to work hard and climb the ladder of success, besides incrementing the value of the organization and also to give 100% every task which I undertake to accomplish.

Professional Summary

- Total 4 years of experience in Salesforce Administrator and Application Support (3 years' of experience in Salesforce Administrator and 1 year experience of Application Support).
 - Monitored various support activities according to SLA Adherence.
 - Handle support requests from the respective teams, resolving requests to an SLA and handing off technical issues to the appropriate teams on a timely basis
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Current Employer

Company - Teamspringg Engineering Solutions LLP, Pune.

Client: Nutanix, USA.

Duration: Oct 2017– till date.

Location - Pune, India

Designation – Salesforce Administrator

Roles and Responsibilities

- Set up new users by configuring custom profiles, permission sets, role and object settings on sandboxes and production environment.
- Manage roles, profiles, users and security with respect to applications on the Force.com platform
- Manage the user community on the system (e.g. set up user profiles, security roles and views)
- Manage the interaction of organization wide defaults, roles, role hierarchies and groups, profiles, field level security and permission sets or record access and ensure new users are correctly provisioned
- Create custom objects, page layouts and reports, and customize and maintain dashboards for the global sales teams
- Build and maintain workflow and validation rules, customization of page layouts and record types

- Modify and build reports for senior management and the global sales team
- Perform deployment from sandboxes to production environment with tools such as Auto-Rabit
- Ensured data integrity through the loading and exporting tools for bulk of data using Data Loader
- Providing support within the functional areas of data management, contacts, leads, campaigns, opportunities, quotes, dashboards and reports in SFDC
- Configured lookup and master-detail relationships, pick-list, and field dependency on custom objects.
- Provide high quality support via both email, ticket system and Slack.
- Provide service in accordance with Service Level Agreements
- Work closely with IT and solve the users query and issues
- Provide users with technical support, troubleshoot issues raised by users and provide prompt resolution.
- Document and maintain processes, policies, application configuration and help related materials for users
- Familiarity working with Service Cloud and Sales Cloud
- Assists team with troubleshooting activities.

Company - Teamspringg Engineering Solutions LLP, Pune.

Client – ServiceNow, USA.

Duration - Oct 2016 – Nov 2017.

Location - Pune, India

Designation – Application Support Engineer.

Tools – Jive Database, SQL, ServiceNow, OKTA Cloud, ServiceNow MRT tool, AEM Content Manager, Outlook

Roles and Responsibilities

- Preparing weekly and monthly report for the contributors of the community.
- Downloading and uploading of the Jive Database on the Remote Server.
- Handling the critical scenarios such as when the website goes down then making it available to user/employees within defined SLA.
- During the downtime informing to different teams associated for handling, the website by creating a bridge on WebEx.
- Publishing notice on the website and informing all the users before regular maintenance downtime.
- Handle SSO (Single Sign On) issues for all the ServiceNow users.

- Handling the blogging access request and granting the blogging access to user.
- Managing the moderation queue on the website to make sure spam contents should not be posted on website, remove the spam accounts and abuse content from queue (Community Portal).
- Removing the account of the spam users and banning the keywords by putting them in the Global Interceptors.
- Working on the SQL to generate different types of data.
- Preparing the complete process documentation and updating the same in timely manner.
- Monitoring the website's response and checking different pages on the websites.
- Thoroughly studying the requirements mentioned in the FRD for performing manual testing.
- Performing the cross-browser testing of the website.
- Performing the functional and regression testing after up gradation.

Technical Skills

- **Organizational Setup:** company settings, fiscal year, business hours, currency management, default settings, UI settings, search settings, list views, homepage layouts
- **User Setup:** set up and/or maintain a user, assign licenses, reset passwords, and resolve locked user accounts, activating, deactivating, or freezing a user.
- **Data Security and Access:** passwords, IP restrictions, identity confirmation, network settings. Profile level sharing (OWD, Profile, Sharing Rules), Manual Sharing, Role Hierarchy, Team Sharing, Public Groups, Profiles Assignment, Permission Sets & Permission Sets group. Folder-based organization and security on templates, dashboards, and reports
- **Process Automation:** Approval Process, Workflow Rules, Process Builder
- **Standard and Custom Objects:** Understanding of Standard object and relationship database model. Understand the implications of deleting fields. Can customize fields and page layouts on standard and custom objects as well as create record types, and business processes for custom and standard objects
- **Sales, Marketing, Applications & Chatter:** Sales process, sales productivity features using opportunity tools and knows when products and Price Books should be used. Implement Formula Fields, Roll-Up Summary Fields & create Validation Rules
- **Service Application:** Case management - case processes, case settings, and case comments. Automate case management - case assignment, auto-response, escalation, web-to-case, email-to-case.

- **Reports and Dashboards:** Creating & customize a Report - report type, report format, fields, summarizing data, filtering data, charting, scheduling, and conditional highlighting. Create and modify Dashboards - dashboard components, data sources, chart types and running user
- **Data Management:** importing, updating, transferring, and mass deleting data, data quality, field mapping, record IDs, external IDs, duplicate records, managing data via Data Loader & Data Import Wizard.
- **Desktop and Mobile Administration:** Basic understanding of Salesforce Mobile App and installation

Education

Bachelor of engineering in Computer Science (B.E.CSE), 2016

V.V.P. Institute of Engineering and Technology Solapur. Solapur University. (60.59%)

Diploma in Information Technology, 2013

VVP Polytechnic Solapur, MSBTE. (70.19%)

SSC, 2009

Mahavir Highschool, Solapur. Pune Board.

Personal Skills

- Good Verbal, Written and Communication Skills, Capable to work as team.
- Ability to grasp new things and implement them successfully.
- Honest, Optimistic, Industrious and Hardworking

Personal Details

Permanent Address: 17A, Kasturba Gandhi Nagar near Methodist Church Solapur - 413001.

Date of birth: 02/07/1994

Marital Status: Single

Alternate Email: prabhakarbalgeri@gmail.com

Declaration

I hereby affirm that the information provided in this document is accurate and true.

Date:

Place:

Prabhakar Balgeri