

# KISHORE KULKARNI

[kishorek220@gmail.com](mailto:kishorek220@gmail.com)

+91-8147640149



## Profile Summary

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- Having 7 years of IT experience in Salesforce Administration/Support & Data Migration.
- Involved in more than 100+ Production Releases between January 2016 – October 2022.
- Experience of managing multiple Salesforce Production org's along with the associated sandboxes.
- Worked on setting up of PSA configurations like – PSA Contacts, Accounts, PSA User Setup, Permission Controls, Sharing Rules, Record Type.
- Salesforce administrator for more 200 Key Users across the world.
- Created Internal Project management Applications to facilitate Request/Approval systems.
- Designed simple Workflow rules, Approval Processes.
- Proficiency in Salesforce Admin tasks including creating profiles, Roles, Users, Reports & Dashboards.
- Team player with good interpersonal skills and strong understanding of fundamental business process.
- Capable of rapidly learning new technologies and process & successfully applying them to projects and operations.
- Flexible attitude and able to carry out a wide range of duties.
- Very keen to explore salesforce administration/ development & configuration tasks through self-learning and training courses.

## Skills:

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### Salesforce.com:

Sharing Rules, Profiles, OWD, Lightning Basics, Data Loader, Dataloader.IO, Workflows, Reports, Approval Process, Report Types, Writing SOQL queries, Document management, Data conversion and migration.

### Tools

Eclipse IDE, Data Loader, Workbench, ANT, Service Now.

### Methodologies

Agile, Waterfall

## EDUCATION

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- BE Electronics & Communications (2015 Graduate) from KLE College of Engineering & Technology, Belgaum under VTU.
- Pre-University from RLS College, Belgaum.
- Schooling from St. Paul's High School, Belgaum.

## **CURRENT EXPERIENCE – October 2019 - Till Date**

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Associate - Projects,  
Cognizant Technology Solutions, Bangalore

## **PREVIOUS EXPERIENCE – October 2015 – October 2019**

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System Engineer,  
Tata Consultancy Services, Bangalore

## **CERTIFICATIONS (2)**

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- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder

## **PROJECTS**

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### **CTS Client - Philips Healthcare (Data Integration Program): November 2019 – Till Date**

**Team Size:** 10

**Role:** Support Team Lead

**Area of Work:** Salesforce Admin / Data Migration Expert

### **Roles and Responsibilities:**

- Project Deals with data migration from a Legacy System – Clarity to Salesforce environment.
- Managed Package – Financial Force [PSA] is used.
- Project Deals with Work Force Management.
- Worked on setting up of PSA configurations like – PSA Contacts, PSA User Setup, Permission Controls, Sharing Rules, Record Type.
- Helped in preparing Data Templates which were used later by the Business to provide the input information for the migration.
- Played an important role in migrating data related to North-America, GRC, LATAM, France & Japan markets from Legacy Philips system onto Salesforce PSA system.
- Work alongside with the IT team to execute data related User Stories on Release basis.
- Tools being used are MS Access, Apex Dataloader, Workbench.
- Looking after the Postproduction Issues encountered – Related to Data Management & Functionality wise.
- Providing Functional KT to Business Folks who will be on boarded in to SFDC Platform.
- On boarding New Users market wise into PSA Salesforce & creating the entire data setup.
- Analyzing Data and providing reports as per business requirement.
- Building Data Models/schema of objects & depicting the relationships between them.

## **TCS Client – Thomson Reuters: Oct 2015 – Dec 2018**

**Team Size:** 6

**Role:** Salesforce Admin/Support Analyst

### **Roles and Responsibilities:**

- Maintained and customized Salesforce.com standard objects & custom objects, page layout customization within Salesforce CRM.
- Defined Object Level and field level security.
- Have knowledge of configuring page layouts, workflows, Approval Process.
- Have created multiple Custom objects, fields, records defining extent of visibility to different users.
- Experience of managing multiple Salesforce Production org's along with the associated sandboxes.
- Created multiple custom tabs, Email Templates, Email alerts.
- Worked closely with the Third-Party applications which were integrated to SFDC by whitelisting IPs at network level as well as profile level
- Have understanding of Post Refresh activities like remove the email suffix for required users, delete / modify entries in Remote Site Settings, setting Email Deliverability, verify roles, profiles, workflows, validations rules, email templates, Data Integration logins, Email Services etc.
- Helped in the deployment of Thunderhead components like Data Models, Templates, Documents into Salesforce for the purpose of Order Form generation.
- Have created DocuSign Custom Tags, Anchor Texts.
- Configuring and assigning DocuSign Permission sets.
- Customization of Page layouts for different sets of Profiles.
- Run timely audits and keep the system processes in check and document the changes.
- Deployment of different Salesforce components E.g. Apex Classes, Triggers and Visual Force pages using Workbench/ANT and Copado.
- Configure, Security, and Features Activation.
- Preparing .xml packages for deployment purposes using ANT tool/Workbench.
- Deployment of weekly QA releases, Data jobs, User, Queue creations.
- Performing post refresh activities and setup the sandboxes for further testing.
- Various metrics reporting (Weekly status reports, Daily reports).
- Conducting KT sessions to cross line of Business folks.
- Creating new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.

## **TCS Client – Refinitiv: January 2019 – Dec 2019**

**Team Size:** 3

**Role:** Salesforce Support Analyst

### **Roles and Responsibilities:**

- Setting up users in Production/Staging environments.
- Ensured data integrity through the appropriate use of loading and exporting tools, for bulk of data using Data Loader.
- Support during integration testing, smoke testing, sanity testing.
- Working on access related issues.
- Setting up calls with end users to work on Priority issues.
- Conducting calls with Management teams to provide timely updates.
- Sharing daily/weekly status reports to Testing teams/UAT users.
- Worked extensively on various Internal applications support tasks.

### **INTERNAL APPLICATIONS (5)**

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**System Admin Request:** After every refresh, the user loses his ability to login into sandbox. If it's a System Admin user, he needs to undergo series of approvals again to regain his access back. Instead of tracking the details through emails, his/her request would be tracked in the org itself using our System Admin Object. Basically, this reduces email clutter and his/her history would be stored permanently.

**Leave Application Request:** An Application to track Leaves across multiple teams. Designing email alerts to approve leaves through emails.

**Sandbox Tracker:** To track new sandboxes. Created an Approval process, once approved by the client, a mail would be triggered to the requester.

**Deployment Instructions Tracker:** Created an application to track the configuration changes (in sandbox)

**Environment Booking Tool:** Created an application to track the newly booked environments which were used for POC/Development.