



RESUME



Salesforce Administrator / Architect / Developer

Salesforce Lightning & Salesforce Classic: 11 + Years of Experiences In Sales & Services

Tinku Roy

Mobile No: 9674073911

Email: royanindian@gmail.com

Address: I 304, Smondo3, Neo Town, Electronic City, Bangalore – 560100, India

Career Objective:

To be a part of an organization where I can utilize my knowledge, skills, and attitude for mutual gains and establish my career in Salesforce.

Total Experiences: 15 + Years

Salesforce Experiences: 11 + Years

GE Analytics_Salesforce – Oct 2012 – June 2017

BMO CRM Data Admin_Salesforce – July 2017 – August 2022

OnProcess Technology_Salesforce – Nov 2022 – Till Date

Details of Professional / Educational Qualification:

- B.Com. from Delhi University, India
- 12th from DAV Public School, Bokaro, Jharkhand, India
- 10th from DAV Public School, Dhanbad, Jharkhand, India

Key skills

Salesforce Administrator, Salesforce CRM, Data Loader, Apex, Demand Tools, Salesforce Developer, Triggers, Web Services, Salesforce Architect, Power Bi, SQL, Azure, Jira Tool, DevOps, LWC, Salesforce CPQ

- **Certification:**

Salesforce Certified Administrator

CERT NUM 16715893

Details of Employment:

Company Name: **Genpact India Pvt. Ltd.**, (Jan 2008 – August 2022)

Designation: **Assistant Manager**

Company Name: **OnProcess Technology.**, (Nov 2022 – Till Date)

Designation: **Team Leader Salesforce**

Core Responsibilities:

- **Projects Completed from UAT to Prod in Salesforce**
- Salesforce Program Overview
- Salesforce Key Data Elements
- Salesforce Data Files
- Salesforce Business Rules
- Salesforce Operational Settings
- Salesforce Codes
- Salesforce Contact Strategy
- Salesforce Templates/Attachments
- Salesforce Shipment preferences
- Salesforce Returns Portal Configuration
- Salesforce Reporting Portal Configuration
- Salesforce Internal Users Configuration
- Salesforce Reporting Configuration

- Maintains SFDC Data Matching, Data Append, Data Cleansing, Data Loading, Enhancement, Merge, Add to team and Change Requests, etc.
- Maintains and administers the SFDC database to ensure proper controls and permissions are in place.
- Managed Salesforce clients & users; gathering the necessary account requirements to successfully strategize and plan each project and implement those plans to their organizational needs.

Creation of Users, Objects, Custom Fields, Advanced and Complex Formula Fields, Page Layouts, Record Types, Roles, Profiles, Assignment Rules, Complex Validation Rules, Workflow Rules, Field Update, Email Alerts, Task Creation, Process Builder, Managing Sharing Settings, Creating Sharing Rule, Permission Sets, User Detail Page.

- Work on Demand Tools for matching, Dedupe, and Report Works.
- Work on Data Loader to read, extract, and load data from CSV files.
- Salesforce integration with force.com Changeset.
- Achieved comprehensive analysis of business practices and guided on ways to boost up the processes.

Designed Profiles, and Role-based on Organization role hierarchy and implemented Record Level and Field Level Security and configured their sharing settings.

- Data Management: Inserting, Updating, Deleting, and Upsert records using Data Loader, Change Set tool.
- Skilled in Case Management, captured cases from the company's website and customer emails.
- Responsibilities for customizing and developing the setup menu by modifying the page layouts, picklist values, and creation of assignment rules.
- Organized Email Templates and Mail Merge Templates and was committed to doing the mail merge for various standard and custom objects.
- Understanding business logic and providing solutions through Analytics and confirmative perspective.
- Assisted customers with different report types such as (Tabular, Summary, Matrix & Joined reports) to meet business requirements.
- Work with business partners to realize the full capabilities of Salesforce.com CRM.
- Provide operational support to the Salesforce.com system.
- Resolving queries and problems related to Salesforce CRM.
- Provide support and help to the organization to build Salesforce CRM.
- Configuring and maintaining the Salesforce.com system.
- Contribute to all technical aspects of projects developed.
- Perform detailed analysis of business and technical requirements.

- Write supporting documentation supporting business needs.
- Responsible to manage to add new users, checking system permissions on users to restrict or provide data access, and modifying existing accounts.
- Provide short training to new users of Salesforce via remote session based on the product requirement.
- Respond to customer requests that have been escalated from the support analysts.
- Answer technical questions, solve technical problems, and suggest appropriate workarounds related to supported applications.
- Extensively worked on Service Cloud and Sales cloud features.
Handle ongoing customization/alteration of Salesforce.com.
- Maintain, enhance and create workflows, Lightning Process builders, functions, and configurations within the salesforce.com environment.
- Create new reporting capabilities and respond to ad hoc reporting requests as needed.
- Provide support functions as needed.
- Maintain system security and integrity.
- Map Salesforce.com hierarchy and territories in response to personal changes.
- Reassigning Accounts. Contacts and opportunities in response to personal changes.
- Grant/remove and maintain user licenses.
- Maintain security including sharing rules and security levels.
- Design, create and maintain user roles, profiles, and hierarchies.
Monitor application storage usage and archive data as needed.
- User Assistance, Training, Adoption, and satisfaction. Including creating and delivering training to existing or new users and groups and provide one to one training to end users on an ongoing basis.
- Continually seek ways to further enhance the end-user experience.
- Excellent knowledge of MS Office and other Desktop Applications.
- Excellent analytical, organizational, communication, and interpersonal skills and consistently being organized by management and peer for producing high-quality works.
- Ability to work under pressure on tight schedules. Willing to work hard and excel in any environment.
- Consistently recognized for my outstanding Team Building and Employee Development skills.
- Excellent listening skills have ensured good rapport with both, employees and managers.
Ready to interact with people at all levels both internally and externally.
- Good knowledge of salesforce.com features & limitations (process-builders, Big Objects, translation workbench).
- Understanding of the Salesforce.com data model.

- Experience in building lightning components.

Achievements:

- Received last promotion as Assistant Manager in 2018.
 - Received recognition awards for exceeding targets.
-

Personal Profile:

Date of Birth: 20th January 1984

Nationality: Indian

Languages Known: English, Hindi, and Bengali

Gender: Male

Declaration:

I hereby declared that the above-mentioned information is correct to the best of my knowledge, and I bear responsibility for the authenticity and correctness of the above-mentioned information.

Date: 19/07/2023

Place: Bangalore, India
(Tinku Roy)

