



Aditya Khedkar

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SALESFORCE
CERTIFIED

Administrator

SALESFORCE
CERTIFIED

Advanced
Administrator

SALESFORCE
CERTIFIED

Platform App
Builder

Profile Summary

- A competent professional reflecting strong qualifications with 10 years of experience, technical and team management who provides top notch service, sets higher standards and exceeds expectations.
- **Was a Certified Salesforce Professional with Administrator, Advance Administrator and Platform App Builder Certifications.**
- **A Business Analyst and Functional Consultant with Experience in Sales Cloud, Service Cloud and Salesforce CPQ.**
- Customer focused performer who is committed to quality in every task with personal interactions with coworkers.
- Always keen to work towards the benefit of the project increasing personal skills and encouraging team to always be one step ahead in all aspects.

Organizational Experience



PERSISTENT

February 2018 – Till Date Persistent , Nagpur

Absorbed by Persistent on a permanent role, considering the performance and the project requirement.

Promoted as Technical Team Lead on July 2019 .

- Role includes working as a Business Analyst, Consultant and Admin.
- Worked on requirement gathering & Story creation.
- Lead scrum team meetings.
- Responsible for creating and providing Weekly Status Report (WSR) and Monthly Business Review (MBR) to Client.
- Managing and leading team for Salesforce Support and recommending Innovation and timely updates.
- Working and managing team for SFDC expert support for the Project **Intuit**.
- Responsible for the complete Salesforce support for integrated systems like Siebel, BRM, Informatica etc.
- Providing Salesforce Configuration support - B2C & B2B.
- Working on Bulk Data using **Data Loader**.
- Managing and Troubleshooting **Work flows** and **Process Builders**.
- Creating and managing Validation rules.
- Managing Sales Cloud functionalities (Products & Price books)

- Salesforce CPQ Config.
- Sandbox Refresh activities and managing Change Sets.
- Validation of the releases with UAT.
- Managing Vendor (Salesforce) communications.
- Managing and setting up Salesforce security for the Intuit (Log in restrictions, IP restrictions, profile restrictions etc)
- Setting up the Org (Creating/ modifying Objects, tabs, fields, Record types, page layout etc)
- Creating and managing Reports and Dashboards to fulfill business requirements.
- Setting up Forecasting Model.
- Setting up Approval process.
- One of the Primary Salesforce **Designated Contacts** for Intuit .
- Responsible for involving Salesforce for any high impact issue.
- **Managing team** to follow and deliver the best in the specified SLA.
- Responsible for representing the team in various **Client Facing Meetings and Calls**.
- **Evaluation** of the team wise/ Individual **Performance**, Providing feedback and suggesting **improvement Plans**.
- Experienced SNOW & JIRA user.
- Managing **Run books** and **RCA**.



PERSISTENT

August 2017 – 9th February 2018, Contract Consultant,

Damcosoft (Persistent)

Worked as a contractor for the same project as above with the same responsibilities and got permanent based on Performance.



March 2017 – July 2017,

Business Analyst / Admin at Syngenta (Manpower Payrol)

- Worked as a Salesforce Business Analyst and Admin.
- Consulting, Requirement Gathering and Story creation (JIRA)
- Responsible for all the analysis and the org level modifications based on the Business Requirement.
- Helped setting up the Org.
- Understanding the business requirements and proposing the solutions accordingly.
- CPQ Configuration.
- Analytics – Reports and Dashboards.
- Org Setup and Maintenance.
- Testing the new releases and the impacts.
- Data manipulation using Data Loader.
- Basic Configuration Admin Services.
- Encouraging the users to use Salesforce.
- Responsible for providing basic training on Salesforce.

July 2015 – March 2017,

Senior Process Executive at Cognizant

Client – Salesforce

Project Name : SFDC Product Support

- Worked for Projects like PayChex, JP Morgan, Amazon (Admin Service Only), Bajaj, Sysco Foods etc.
- Providing Service Cloud Admin services for Salesforce Premier Plus Admin Entitled Customers.

- **Consultation –**

Understand the requirement from the User, Propose the best possible way to do the same and help user creating the Business Requirement Document to be sent for approval.

- **Admin Service –**

Once Approved, proceed with the Implementation in the User`s live Org and Sandbox which includes

- **Setting up the Org -**

Creating and managing Fields, Page layouts, Objects, Validation Rules etc.

Creating, Implementing and Troubleshooting Automated processes like Process builders, Validation Rules, Work flows etc.

- **Data Management**

- Data Manipulation using **Data Loader**.

Analytics

March 2014 – July 2015,

Technical Support Engineer,

For HP at Mphasis

- Worked for American Express as Technical Support.
- Responsible for Desktop support
- Trouble shooting various desktop related queries.
- Identifying the root cause and troubleshooting
- Outlook support and troubleshooting
- Worked on Incident Management



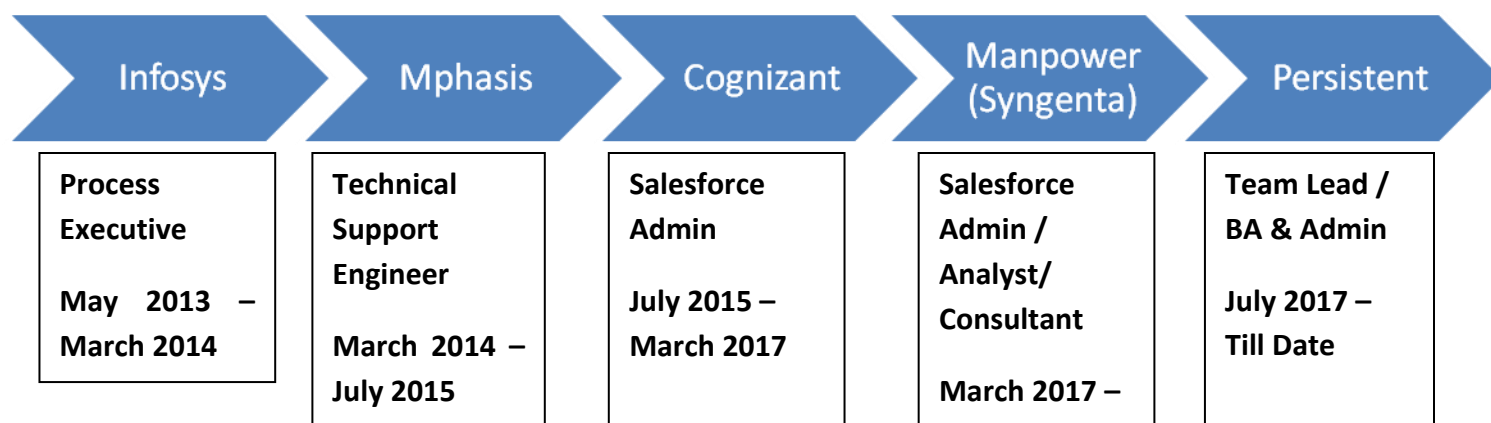
Infosys

May 2013 – March 2014,

Process Executive at Infosys

- Worked for Sysco Foods as a Support engineer.
- Responsible for Active directory issues
- Responsible for L2 desktop support with Inbound support for B2B and B2C.

Career Progression



Academic Qualification

- B.E. In Computer Technology from Nagpur, RTMNU University in 2012.
- Diploma in Computer Technology from MSBTE, Maharashtra board in 2006

Personal Details

Date of Birth : 15th November 1985

Languages Known : English, Hindi, Marathi.

Address : 28, Tilak Nagar Nagpur.