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| **Ashish Nigam**  nigamashulko@gmail.com  **+** 91-9560088137/9560004632(Cell) |  |  |
| **Salesforce Professional** | |  |

**Professional Summary**

* Motivated IT professional with 15 years of IT experience including 4.7 years of Salesforce consultant.
* Successfully completed **Salesforce Certified Platform App Builder** (Cert Number: **16741427** and **Salesforce Certified Platform Developer I (** Cert number**:16951963**) certifications.
* Excellent problem solving skills, good communication and interpersonal skills.
* Integrated customer and commerce activities with Salesforce **web services.**
* Extensive experience using Salesforce.com's Administration, **Creating Roles, Profiles, Page Layouts, Workflow Alerts, Actions, Approval Workflow, Process Builder, Visual Flow. Visual Force, Apex Programming, Lightining , Lighting Component Design, Lightning Web Component, REST API, SOAP API, BULK and Steaming API.**
* FSL is a cloud-hosted field service scheduling solution that provides businesses of all sizes a complete suite of applications and tools
* Well versed in Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Migrated the MNP (Mobile Network Portability) system from Oracle to Salesforce.

**Key Skills**

* Result Oriented
* Analytical Skills
* **Lightening**
* Salesforce Platform
* APEX
* JavaScript, Ajax
* Lighting Design System
* Visual Force
* REST & SOAP
* Bulk, Steaming , Metadata API
* Salesforce Einstein (Analytic)
* Service Max, FSL
* SFDX
* Scratch Org & Non ScratchOrg,
* Version Control with Git HUB

**Technical Skills**

* Domain : Capital Market ,Insurance, Finance.
* AWS

**Work Responsibilities**

* Globally Certified Salesforce professional (App Builder,Platform Development 1)
* Daily administration and Experience in Salesforce Configuration including User setup, Profiles, Roles, Objects, Fields, Record Types, Page layouts, Security Access, Workflow, Approvals, Data Validation as per Business Requirement, Process builder.
* Data Management - Data Loader, Import Wizard and maintaining data in and out of Salesforce.com system.
* Working Knowledge in Generating Reports, Dashboards, and customized reports and analyzing the data in Salesforce.
* Generating the Dynamic report using Einstein for global
* Creating and configuring document using Conga Composer, and DocuSign.
* Deployment from different sandboxes to Production using Sfdx Deployment and change sets.
* Devlopement of Lightning Component in aura Framework and LWC
* Integration of Variour Application with REST , Soap and Third Part Middlewear( Zapper, Worketo, Magic interface, MuleSoft)
* Experienced in Training and Mentoring team members with product knowledge and business processes.
* Well experienced in managing multiple projects, teams and deliverables in parallel, managing through the project lifecycle of Initiation to planning, Execution, Controlling and Project Closure.
* Excellent in communication skills, with the ability to interact with senior management, interpret and translate between IT & Non-IT teams, thus bridging gaps, to establish a common platform and achieve project gals thru seamless integration & collaboration.
* Interacting with the onshore team for requirements gathering, analysis, implementation and testing of the system.
* Experience with Sales cloud,Force.com platform and service cloud.
* Communicate with clients regarding status, technical issues and creative solutions.
* Ability to translate customer requirements into implementation plans.

**Work Experience**

**PeopleTeck Labs Mumbai March 2019 – December 2019**

Sr Salesforce Consultant

* Working on BTS (Beneficiary Tracking System) Product For NGO’s on Lightning, Einstein Analytic.
* Integrated SFDC with third party application
* Lightning Web Component Design.
* Configured SFDC workflow rules, Approval process, Custom Objects, Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules to automate the CRM business logic.
* Working on NPSP Module of Salesforce (Non Profit).
* Grant Management, Fund Raising, Employee Beneficiary, Voluntary Management.
* Automation of the Process
* Used Email Services to create Leads, Contacts, and Accounts from inbound emails.
* Maintained various email templates for use in Workflows, Auto Assignment Rules, and Auto Response Rules as part of Leads Management in Sales & Service Cloud

**Zensar Technolgies Apr’2018 – March’2019**

Lead – Technology (Salesforce)

* Design and development of CRM including **Sales Cloud** , **Service Cloud** and **Service Max** Including **CPQ**.
* Development of the Lightning Component for the various project.
* Configured Salesforce including but not limited to validation rules, workflows, custom labels, custom settings, profiles and permissions
* Integrated SFDC with third party application
* Live Chat , Proactive Chat and Einstein Bot Implementation for TE Project.
* Configured SFDC workflow rules, Approval process, Custom Objects, Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules to automate the CRM business logic.
* Used Email Services to create Leads, Contacts, and Accounts from inbound emails.
* Maintained various email templates for use in Workflows, Auto Assignment Rules, and Auto Response Rules as part of Leads Management in Sales & Service Cloud

**Synechron Jun’2017 – April'2018**

Lead – Technology (Salesforce)

* Administration and developing Inventory Management tools in Salesforce across 250 user in more than 16 countries.
* Developed custom code to simplified reporting and enhance security.
* Designed and implemented dashboards and tailored reports for sales, ad ops, and finance departments
* Leveraged existing clients, IT framework/CRM system for better data visibility and system integration.
* Configured Salesforce including but not limited to validation rules, workflows, custom labels, custom settings, profiles and permissions
* Integrated SFDC with third party application like Microsoft **Auzure** for Single SignOn, Microsoft SharePoint, Office 365, and Outlook and One Drive.
* Configured SFDC workflow rules, Approval process, Custom Objects, Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules to automate the CRM business logic.
* Developed Custom Report Types, Custom Reports (Lead Generation, Campaign, and Activity related reports), and Dashboards to meet the reporting needs of the organization
* Used Email Services to create Leads, Contacts, and Accounts from inbound emails.
* Maintained various email templates for use in Workflows, Auto Assignment Rules, and Auto Response Rules as part of Leads Management in Sales Cloud.
* Conducted Requirement analysis and Design Walkthroughs along with the designers, consultants and management staff.

**British Telecom (BT) Aug’ 2016 - May’2017**

*Salesforce Consultant & Data Specialist*

* Administration and developing Inventory Management tools in Salesforce across 800 user in more than 60 countries.
* Assisted internal team to develop Project Scope, Functional Requirements and Business Requirements.
* Developed and implemented dashboards to show pipeline and vertical penetrations.
* Managed and administered the email marketing reporting and metrics analysis, auto response rules, assignment rules and escalation rules.
* Developed Visualforce pages using Apex for proprietary Salesforce application to track the flow of business.
* Defined custom objects and its related reports / dashboards to hide data access from other profiles across the organization.
* Hands on experience on Roles, Profiles and Security and Sharing settings.

**IBM India Pvt. Ltd., Noida July’ 2015 – July’ 2016**

*SME Performance & Configuration Management*

* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic
* Configured Salesforce including but not limited to validation rules, workflows, custom labels, custom settings, profiles and permissions
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Developed custom Apex triggers for approval and custom workflow solution.
* Developed Salesforce.com triggers for custom objects as part of workflow rules.
* Handled the Ownership of TNSQM & TADDM.
* Led team & provide technical solutions in telecommunication & IT Infrastructure
* Maintained 99.5 % SLA ,Baseline Validation, Monthly ID validation, QEV-CBN

**MasterCom , Bangalore Oct 2014 - May 2015**

*Senior Architect*

* Deployment of new Solutions
* Understanding the client requirement & process, Analyse impact on in production environment
* Defining solution using service assurance product & Integrating service session product or any other OSS products.

**IBM India Pvt. Ltd, Gurgaon June 2007- Sept 2014**

*IT Specialist* **(June 2007 - July 2008 Third Party Vendor Role)**

* Leading team of 20 to 25 people, Requirement gathering, analysis, design & development of the new services.
* Automated the loading process of 2 TB of data in 40 Min record time in Perl in RCOM Project In IBM India
* Successfully Implemented the Inventory automation of GSM & GPRS Service in Perl for Bharti Project.
* Effectively tuned SLA performance of CCT, IVR, ACD, SMSC, MWALLET and Airtel Money.
* Deployed & SLA design for new services in TNSQM.
* Designed and developing the new mediation & adapter for new services.
* Provided solutions to the team and regularly monitoring the project status.

**CONAX AS, Gurgaon Dec’ 2005-March’ 2007**

***Operation Engineer***

* Deployment, installing & integrating CAS on various client side in India or abroad.
* Integrating CAS to with products VOD, SMS and broadcasting devices like multiplexer, scrambler, and router.
* Live transactions in CAS system including project plan, resource scheduling, & management reporting on

weekly basis, configuring channel in CAS etc.

* Designing and preparation of Perl Script which make the CAS more automatic than the manual system.

**Marg Software Solution Pvt. Ltd., Lucknow Sept’ 2003-Dec’ 2005**

*Software Engineer*

* Analyzing the Client requirements and providing solution, handle SDLC cycle.
* Development in Java, VB & Oracle Projects.

**Education**

* Master of Computer Application MCA
* Bachelor of Computer Application BCA

**Certification**

* Salesforce App Builder
* Salesforce Platform Developer I

**Link of Certification**

* <https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=Z8FfwzlyCvhhNEPobf4V2KXzVFw60NJJERUxxiR+lx/gCpfnrPvQf5Ip3rFx9XoV>

**Personal Details**

DOB 27-04-1975

Nationality Indian

Marital Status Married