

## Nitesh Pandey

ID:- [Pandeynitesh603@gmail.com](mailto:Pandeynitesh603@gmail.com)

Contact:- +918433693937

Role: Salesforce Developer/Administrator(Service Cloud)



### Summary

- ✦ 5+ years of experience in Information Technology Industry in technologies like Salesforce.com, SQL, Data Migration to Salesforce using SSIS Tool , Workflow development and Performance tuning.
- ✦ Hands on the Service Cloud of SFDC Omni Channel , Case Routing, Knowledge Articles, Macros, Chatter , Live Agent , Case Assignment & Escalation Rules, Milestones, Entitlements.
- ✦ Sound knowledge on Standard Salesforce features like customization using Apex, Workflow, Visualforce, Triggers, Setting up Roles & Profiles.
- ✦ Hands On creating Custom fields, Validation Rules, Record Types, Page Layout , Test Classes, Custom Settings ,Deployment Activities using Change sets and Flossom
- ✦ Developed Reports using Standard Salesforce report functionality
- ✦ Developed Dashboards , Dynamic Dashboard using Standard Salesforce dashboard functionality
- ✦ Good knowledge on CRM onDemand.
- ✦ Experience in working on Service Requests, Opportunities, and Accounts
- ✦ Trained business users on the new functionalities and common performance issues that can occur and also the steps to tackle them without technical support engineers.
- ✦ Hands on experience in the Data Migration activities from Salesforce.
- ✦ Excellent Analytical and Communication Skills.

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## EDUCATION and TRAINING

- 2014, Bachelor of Technology-Electronics and Communication from Uttarkhand Technical University (DIT Dehradun) with 75.7%.
- 2010, HSC from CBSE with 88%.
- 2008, SSC from CBSE with 92 %.
- Oracle 10g Performance Tuning - Basic concepts, Performance guidelines, painpoints which needs to be monitored and corrected for optimum performance regularly
- Email Etiquettes - Protocols that has to be followed while writing mails.
- Building Confidence - Know your customer & their needs, tackle difficult customers.

## Work Experience

- Dec 2014 – Jan 2019 – **Cognizant Technology Solution**
- 29 Jan 2019 – 17 May 2019 - **Nagarro India Pvt. Ltd**
- 18 May 2019 -- Till Date -- **American Express India Pvt. Ltd**

## TECHNICAL EXPOSURE

Area	Skills
CRM Packages	Salesforce Sales Cloud, Salesforce Service Cloud, CRM OnDemand
Development Tools	CRM OnDemand, Salesforce Workbench, Java Eclipse ,Oracle 10g, Oracle11g,, Visual Studio 2010
Salesforce Skills	Salesforce Workflow, Trigger, APEX, Development of page layouts, Case management, Data Migration And Integration, Creating users, roles and profile administration , Creating Reports and dashboards, Salesforce Admin, Visualforce pages
CRM onDemand Skills	Integration, Configuration, Scripting and Workflows, Migrations, Report Generation. Service Request Management, Account Management, Opportunity Management, Order Management.

<b>Project</b>	<b>American Airways Ventana [1000066236]</b>
Client	American Airways
Role	Data Migration Analyst/Data Fetching Using Salesforce
Environment	Salesforce Sales Application And PHP
Duration	March 2015- October 2015
Project Description	AA Ventana Project was implemented using Social Studio in SFDC. The UI was designed using PHP. Through Sales Force we tried to extract the social Profiles from email IDs using API key. The Social handles found corresponding the respective email Id was extracted into an excel sheet using PHP.
Roles & Responsibilities	<p><b>Salesforce Data Migration Activities</b></p> <ul style="list-style-type: none"> <li>✦ Designing the UI</li> <li>✦ Testing</li> <li>✦ Get the issue resolved as per the Priority and to meet SLA</li> <li>✦ Coordinating with onsite member to get the issues fixed at the earliest</li> <li>✦ Daily monitoring.</li> </ul> <p><b>Salesforce customization activities</b></p> <ul style="list-style-type: none"> <li>✦ Configured Workflow/Triggers, Setting up Roles &amp; Profiles, Page Layouts, use of Apex code to meet business requirement</li> <li>✦ Created users, roles and profile administration as per business</li> <li>✦ Developed Dashboards using Standard Salesforce dashboard functionality</li> <li>✦ Created Different Users Role and Extracted their social handle Using SFDC.</li> <li>✦ Used jQuery , PHP and REST API for performing the integration and displaying the results dynamically</li> </ul>

<b>Project</b>	<b>Dodge Data POD Migration</b>
Client	<b>Dodge Data</b>
Role	CRM onDemand Developer
Environment	CRM onDemand
Duration	Oct 2015 to Nov-2016
Project Description	<p>Development and Testing of the work items/requirements as per Business requirement.</p> <p>Dodge Data POD Migration was implemented for migration and integration of data from single tenant to multi-tenant.</p>
Roles & Responsibilities	<p><b>CRM onDemand / Workflow/Configuration</b></p> <ul style="list-style-type: none"> <li>✦ Analyzing and finding the actual requirement.</li> <li>✦ Development/Configuration of the requirements like Report Generation, Changes in UI, Creating new fields, Workflows, etc. as per Business Requirement.</li> <li>✦ Migration of Reports using Visual Studio and defining the application administration tasks for the team, other release management documents.</li> <li>✦ Performing smoke testing of the application after the development and fixing issues if identified post-release.</li> <li>✦ Hands on Admin activities like repository migration and importing UI layer changes.</li> <li>✦ Data loading on DDA server from MHF server.</li> <li>✦ Design.</li> <li>✦ Testing.</li> <li>✦ Reporting.</li> </ul>

<b>Project</b>	<b>Cargill Staff Augmentation</b>
Client	Cargill
Role	Salesforce Admin and Developer
Environment	Salesforce Application And Salesforce Workbench
Duration	December 2016 - February 2017
Project Description	Cargill Project was implemented using SFDC. The development was done using Apex and Visualforce. Different roles and profiles were created for users as per the requirement.
Roles & Responsibilities	<p><b>Salesforce Activities/ SOQL</b></p> <ul style="list-style-type: none"> <li>✦ Designing the UI</li> <li>✦ Testing</li> <li>✦ Get the issue resolved as per the Priority and to meet SLA</li> <li>✦ Coordinating with onsite member to get the issues fixed at the earliest</li> <li>✦ Daily monitoring.</li> </ul> <p><b>Salesforce Customization/ Development activities</b></p> <ul style="list-style-type: none"> <li>✦ Configured Workflow/Triggers, Setting up Roles &amp; Profiles, Page Layouts, use of Apex code to meet business requirement</li> <li>✦ Created users, roles and profile administration as per the business</li> <li>✦ Developed Dashboards using Standard Salesforce dashboard functionality</li> <li>✦ Used JavaScript and CSS in VF pages for UI development.</li> </ul>

<b>Project</b>	<b>PUMA Energy Services</b>
Client	Trafigura
Role	Salesforce Technofuncional
Environment	Salesforce Application ,Mulesoft And Salesforce Workbench
Duration	March 2017 - June 2017
Project Description	PUMA Energy Services Project was implemented using SFDC And Data Loader. The migration and integration was done using Apex Data Loader and Command Line.

Roles & Responsibilities	<p><b>Salesforce Activities/ SOQL</b></p> <ul style="list-style-type: none"> <li>✦ Data Migration and Integration</li> <li>✦ Testing</li> <li>✦ Get the issue resolved as per the Priority and to meet SLA</li> <li>✦ Coordinating with onsite member to get the issues fixed at the earliest</li> <li>✦ Daily monitoring.</li> </ul> <p><b>Salesforce Customization/ Development activities</b></p> <ul style="list-style-type: none"> <li>✦ Data Migration/Data Integration using Apex Data Loader.</li> <li>✦ Created users, roles and profile administration as per the business.</li> <li>✦ Developed Dashboards using Standard Salesforce dashboard functionality</li> <li>✦ Used Command Line to automate the migration From NAV 2009 .</li> </ul>
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Project	Volunteer Management System
Client	CFA
Role	Project Coordinator
Environment	Salesforce Application and Flosum
Duration	July 2017 – Jan 2018
Project Description	Volunteer management Project was implemented using SFDC. The deployment activities was done using Flosum. It is a type of Recruiting firm for Media industry.

Roles & Responsibilities	<p><b>Salesforce Activities</b></p> <ul style="list-style-type: none"> <li>✦ Creation of the objects, Fields, Layout, Workflow, Record Types</li> <li>✦ Creation of Reports and Dashboard.</li> <li>✦ Creation Apex Classes and Triggers, Aura.</li> <li>✦ Creation of Test Classes for code coverage of Apex Classes</li> <li>✦ Get the issue resolved as per the Priority and to meet SLA</li> <li>✦ Coordinating with onsite member to get the issues fixed at the earliest</li> <li>✦ Daily monitoring.</li> <li>✦ Interacted with various business team members to gather the requirements and prepare HLS (High Level Solution) and Technical Design Document.</li> </ul> <p><b>Salesforce Customization/ Deployment activities</b></p> <ul style="list-style-type: none"> <li>✦ Data Deployment using Change Sets, Flosum.</li> <li>✦ Created users, roles and profile administration as per the business.</li> <li>✦ Developed Dashboards using Standard Salesforce dashboard functionality.</li> <li>✦ Used Lightning Data Service for projecting record details to Lightning Components.</li> </ul>
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<b>Project</b>	<b>Capital First</b>
Client	CFL
Role	Salesforce Developer
Environment	Salesforce Application(Sales Cloud , Community Cloud , Service Cloud, Lightning,Mulesoft)
Duration	February 2018 – Jan 2019
Project Description	Capital First is a BFS project providing loans to the customers.

Roles & Responsibilities	<ul style="list-style-type: none"> <li>✦ Mulesoft Integration.</li> <li>✦ Fixing technical issues in Production.</li> <li>✦ Data Migration</li> <li>✦ Pre and Post Deployment Activities</li> </ul>
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Project	Service Console Setup
Client	Crowley
Role	Service Cloud Consultant
Environment	Salesforce Application (Service Cloud, Lightning Service Console)
Duration	February 2019 – May 2019
Project Description	Crowley is a Project based on Shipment Tracking and Delivery in US and Worldwide.
Roles & Responsibilities	<ul style="list-style-type: none"> <li>✦ Set up Service Cloud Console.</li> <li>✦ Case Management</li> <li>✦ Fixing technical issues in Production.</li> <li>✦ Knowledge Articles , Omni channel Set up</li> <li>✦ Pre and Post Deployment Activities.</li> <li>✦ Coordinating with onsite member to get the issues fixed at the earliest</li> </ul> <p><b>Salesforce Customization/ Deployment activities</b></p> <ul style="list-style-type: none"> <li>✦ Data Deployment using Change Sets.</li> <li>✦ Created users, roles and profile administration as per the business.</li> <li>✦ Developed Dashboards using Standard Salesforce dashboard functionality.</li> <li>✦ Used Lightning Data Service for projecting record details to Lightning Components.</li> </ul>

<b>Project</b>	<b>One.Force</b>
Client	American Express
Role	Salesforce Technical Lead
Environment	Salesforce Application (Service Cloud, Lightning Service Console)
Duration	May 2019 – Till Date
Project Description	One.Force is a Salesforce Service Console where the process of Credit Card Application of AMEX is performed.
Roles & Responsibilities	<ul style="list-style-type: none"> <li>✦ Leading a team (onshore and offshore) and implementing the Case management functionality.</li> <li>✦ Providing the RCA of the issues.</li> <li>✦ Fixing technical issues in Production.</li> <li>✦ Driving Learning and Development of SFDC among colleagues.</li> <li>✦ Coordinating with onsite member to get the issues fixed at the earliest.</li> </ul> <p><b>Salesforce Customization/ Deployment activities</b></p> <ul style="list-style-type: none"> <li>✦ Classic to Lightning migration of Users.</li> <li>✦ Enhancing the application as per Business Need.</li> <li>✦ Creating Lightning components and Setting up Service Console.</li> </ul>