

Sourav Patel

Salesforce Administrator

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// OBJECTIVE

To be a valuable asset to the company, by utilizing the best of my knowledge on my designated work areas, Going through the path of continuous learning, improving skills and applying the same in my work.

// WORK EXPERIENCE

**Roojai.com (Leading
Online Insurance Company
in
Thailand),www.roojai.com,
Thailand**
2016 - Now

Salesforce Administrator

- Responsible for maintaining the Salesforce system by creating all users , giving access to new users and support, Replicating the business processes on the CRM system.
- Creating processes through workflows, process builders, Extensively working on SF Sales process & Service,SF Marketing & Lightning modules.
- Business blueprint generation, Analyzing business processes & Implementations.
- Development activities in Apex,Visualforce (Limited)
- Administrative role for different software systems linked to Salesforce e.g Vocalcom, Sharin Pix etc

**Danfoss A/S (manufacturing
company based in
Denmark),www.danfoss.com,
Chennai,india**
2011 - 2016

Salesforce Consultant

- Development and Support in the process of roll out of projects and implementations globally within Danfoss (Salesforce CRM) & Salesforce CRM Administrator role (Part of the global administrator team).
- Worked in Apex, Visualforce, Triggers, SOQL (Limited)
- Generate Workflow rules , Process Builders as per the business processes & Business process analysis
- Handle Corporate Training globally for Salesforce CRM to superusers
- Have travelled globally to different locations to have the project support planning, business blueprint documentations and divisional communication.
- Interact continuously with the business team to improve the Salesforce system.

**IIPM (International
Institute Of Planning &
Management) (Chain of B-
School in
India),Mumbai,India**
2008 - 2011

ERP Consultant

- Implementing, Supporting & leading the ERP Implementation cell.
- Handle the marketing & Business process of the Organization.
- Managing the different ERP tools used in the company.
- Travelled to France & Belgium for ERP support functions with different organizations.

// PROJECTS

Salesforce Global Implementation (2011 - 2013)

Customer	Danfoss, Worldwide
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Description	1.Part of the core team of global Salesforce implementation within Danfoss, worked onsite with the global team in Danfoss HQ in Denmark, Germany for 6 months. 2. Part the business process evaluation team , to replicate the same in Salesforce CRM system.
Team size	50
My position	Salesforce Consultant
My responsibilities	Business process gathering, blueprinting and Trainer to the Superusers, system evaluation
Technologies used	Salesforce CRM

Salesforce UI Training (2011 - 2013)

Customer	Danfoss , Dubai
Description	Superuser training to the newly implemented Salesforce functionalities
Team size	100 superusers
My position	Salesforce Trainer
My responsibilities	To train the superusers on the new developed functionalities of Salesforce
Technologies used	Salesforce CRM

// SKILLS

Salesforce Administration

Salesforce Developing

Salesforce Analyst

// ADDITIONAL INFORMATION

Date of Birth : 14th February 1982

Sex : Male

Hobbies : Travelling , Cross- Culture interactions, Learning new things related to technology

// EDUCATION

2006 - 2008

MBA - INTERNATIONAL INSTITUTE OF PLANNING & MANAGEMENT, MUMBAI, (MBA):IT major

2000 - 2004

BIJU PATTNAIK UNIVERSITY OF TECHNOLOGY BE (Engineering) : Electronics

// CERTIFICATIONS

Salesforce Certified Admin (ADM 201)
(Certification Number : 5138650)

Salesforce Sales Cloud Consultant (
Certification Number : 5382182)

Salesforce Certified Platform Developer I

Project Management - Loyola Inst. Of Business Administration, Chennai,India (On Campus)

// HONORS & AWARDS

Best Project Initiator,
Salesforce Implementation,Danfoss