# Bihari Lal Gupta

House no. 6477,Gali no – 178/188,

Block-F, Ward NO.-9,Dabua Colony

Faridabad 121001

Contact No. : -91+9958065370

E-Mail: [-blgupta43@gmail.com](mailto:-blgupta43@gmail.com), [biharilalgpt@gmail.com](mailto:biharilalgpt@gmail.com)

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**Career Objective:-**

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self development and help me achieve personal as well as organizational goals.

**Professional Summary:-**

* Have overall 10 years of experience in the IT industry with 8 years of experience in the Salesforce industry.
* Have good knowledge of creating apps in salesforce as per the requirement
* Have experience of creating custom objects, custom fields, page layouts, record types etc.
* Experience in creating Custom Objects, Relationships/ Junction objects like Master-Child, lookups.
* Experienced in creating advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval Processes for automated alerts, field updates, and Email generation depending on application requirements.
* Have good experience on creating automation through Process builder as per requirement.
* Have experience of creating Community portals (Digital Sites) in classic as well as digital experience.
* Have good experience of creating different kind of report (tabular, summary, matrix and joined) and dashboards as per requirement
* Have good understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
* Good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Have good knowledge in managing IP restriction, login hour and Object and field level security.
* Have experience of using data loader to update, insert, export and delete data in salesforce
* Good knowledge of creating list views, activating inline editing, managing currency and territories etc.
* Good Knowledge of web to lead feature and using lead assignment to assign lead to concerned users.
* Good Knowledge of web to case feature and case assignment and escalation rules
* Aware about email to case features to have cases through mail directly in salesforce have data of replied and unanswered mail..
* good experience in Managing Products and different price books with required sharing.
* Have experience of managing data sharing by sharing rules (Owner based, criteria based, role based, OWD etc)
* Have knowledge on Administration setup , Apex, Visual force and experience with different SFDC development
* Worked on enhancement of the existing application from classic Salesforce platform to Lightning.
* Have Experience of migration of classic to Lightning.
* Working knowledge on Apex Programming on Force.com Platform
* Experience in moving code from lower sandboxes to production environments and addressing issues related to functionality, integration, and deployment.

**Professional Experience:-**

* Currently working as IT Manager at Presto Stantest Pvt. Ltd. Faridabad from Jan 2013 to till date, managing one Online CRM (Salesforce admin part customization and some basic development) and one ERP (FInsys)
* Previously worked in the same company as Assistant Manager (IT) from Nov 2011 – Dec 2012
* Worked as IT Executive from Oct 2010 – Oct 2011 in the same company (Presto Stantest Pvt Ltd.)

**About Company :**

* Presto Stantest Private Ltd. is the leading manufacturer & exporter of Testing Instruments in India they use the Salesforce platform to maintain its huge customer database. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customers as well as business growth.
* By using features like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, automation and custom code used like APEX, VFP in this project to maintain this manufacturing business on Salesforce. We are working on the classic to Lightning migration phase now.

**Roles and Responsibilities:**

* Gather Requirement from users and other key persons.
* Do the customization in the org as per requirement given by users.
* Communicate these changes with implementation partners if changes involve deeper coding.
* Provide training on sales force to new users and existing users if required or any new changes happened.
* Resolve day to day queries of users.
* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization. Responsible for setting up Field Level Security.
* Create workflow rules, Validation Rules, Objects, custom fields, Dependent pick list fields, page layouts, Record Types, sharing rules etc as per requirement.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Creating various Reports (summary reports, matric reports, pie charts, dashboards and graphics) and Report Folders as per requirement for analysis.
* Do mass mail for new products and Greetings for festivals.
* Do mass delete, update, insert and upload data through data loader as per the requirement.
* Create apps if any custom requirement is there from management.
* Create users, profiles, sharing rules, permission sets, restrict user login hours etc .. as per requirement.
* Do a data quality entry audit on a weekly basis to keep the sales force updated and clean.
* Implemented Web to lead, web to case, case assignment, case escalations etc.
* Deploy codes from sandbox to production through change sets when we do any changes.
* Created sites for community portal users.
* Manages products, price book and price book entry.
* Created custom development for creating quotation, Proforma invoice and internal order, sending reminder to customer for Quotation, payment and AMC expire.
* Created and used Email templates in HTML and Visualforce.
* Do end-to-end testing and get feedback from users and further do the required changes.

**Educational Qualification:-**

* MBA (IT) from Mahatma Gandhi University (Through Correspondence)
* Graduation (B.A) from Deen Dayal Upadhyay Gorakhpur University (U.P.) (Through Correspondence)
* Intermediate (PCB) from U.P. Board
* High School from U.P. Board

**Technical SKILLS:-**

* Salesforce Lightning, Salesforce CRM, Reports & Dashboards, SOQL, SOSL, Apex Scheduler, Apex Trigger, Apex Class, standard and Custom Objects, Visualforce (pages, components and Controllers), Workflow and Approvals,Apex Language, HTML.
* Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Portals (Customer and partner), Sharing Settings, Communication Templates.
* **Languages:** C++, Java, VisualForce, APEX
* **Operating Systems:** Windows 7/8//10, Mac OS X, Linux, Unix.

**Personal Skills:-**

* Good team player & ability to work under pressure
* Comprehensive problem solving skills
* Ability to learn fast
* Good Interpersonal Skill

**Personal Profile :-**

Father’s name : Late. Sri Harilal Gupta

Nationality : Indian

Date of birth : 1st Jan 1985

Hobbies : Reading books & teaching

Married : Yes

Language known : English & Hindi

Current CTC : 6L per Annum.

Expected CTC : 10L per Annum

Place: B L Gupta Date