

Pranav Rasal

12/918 Rasal Building Hatti Chowk Kagwade mala
Ichalkaranji
Contact: +91 7057580559
Email:pranavr159@gmail.com



Summary

- Having 3 years of hands-on experience of Salesforce.com, Force.com and Testing and Configuration
- Currently spear heading as **Admin Technical Support Engineer** at **Salesforce Hyderabad.**
- Experience in Admin Configuration Management in Salesforce.
- Experience as Quality Assurance in Manual Testing and Automation Scripts in Selenium and Worksoft tool
- Release Management, Defect Management, Team Management, and Coordination.
- Excellent exposure of Software Development Life Cycle (SDLC) including Agile/Scrum,
- Hands-on experience in working on web-based applications (client/server), Smoke, Sanity testing, Regression testing, Functional testing, Exploratory and End-to-End testing.
- Salesforce.com, Salesforce CRM, Salesforce Communities, Managed Packages, Salesforce Security Model, Process Automation, Sales Cloud, Service Cloud & Data Migration
- Client handling and participating in requirement gathering/technical discussions with the client and team.

Professional Experience

Salesforce (Hyderabad) –(Oct 2022 till Date)

Role :- Admin Technical Support Engineer

Responsibilities-

- Administrator
- Configuration and Management
- Communication with clients .
- Trouble shooting

TCS India Pvt. Ltd. (April 2021 to till OCT 2022)

Role : Assistant System Engineering

Responsibilities:

- QA Manual and Automation Testing
 - Administrator
-

- Configuration and Management
- Communication with clients.
- Issue logging and project management using Jira

Mind Spark India Pvt. Ltd. (April 2020 to till April 2021)

Role : Assistant System Engineering

Responsibilities:

- QA Salesforce Manual Testing
- Issue logging and project management using Jira
- Regression Testing

Technical Skills

- Bug Tracking & Test Management.
- Salesforce Tools
- Data Loader , Data Wizard , Work Bench
- Code versioning Tools GitHub, Gitlab.
- Database- MySQL , MongoDB SOQL.

Salesforce CRM Skills :-

- Experience in administration & configuration activities in the creation of Custom Objects, creating the relationships and junction objects, setting up Roles and Profiles, Permission sets, Validation rules, approval Process.
- Experience over creating workflows, approval processes, Process Builder validation rules and sharing & security rules.
- Good Exposure with Service Cloud Configuration of Experience Cloud.
- Data Import and export • Modifying standard objects
- Custom Formula Fields • Validation Rules
- Account and Case Management • Modifying standard objects
- Security, Roles and Sharing Rules • Data Types and Record Types
- Page Layouts • Custom Objects • Communication Templates
- Work Bench • SOQL & SOSL

Certification

- Salesforce Platform Developer -I
- Salesforce Certified Admin

Projects Undertaken

Enterprise Service CCloud

Client: Thomson Reuters

Technologies: Force.com, Lightning Web Component, Apex.

Duration: April 2021 – Oct 2022

Project Description: Thomson Reuters affords the opportunity to expand the range of solutions available to customers. Their programs provide partners with the flexibility to choose the best suitable sales tax engine to match once portfolio.

Educational Qualifications

- BE from Shrimati Kashibai Navale College of Engineering, Pune, 2020 (Delayed due 1st Lockdown).
 - HSC from DKTE Society's Junior. College, Ichalkaranji, 2016.
 - SSC Vyankateshwara English school, Ichalkaranji, 2014.
-

Personal Details

- Date of Birth: 15-09-1997.
 - Languages Known: English, Hindi, Marathi.
 - Marital Status: Single.
 - Current Location: Ichalkaranji.
-

Declaration

I hereby declare that the information mentioned above is true to the best of my knowledge.

Pranav Rasal