**Devendra Bhardwaj**

**Sr. Salesforce Administrator**

**Trailblazer:** https://trailblazer.me/id/dbhardwaj2 **sendtodevcricket@gmail.com +91 9106557990**

**Professional Summary:**

* Certified as **‘Salesforce CRM Professional’** by EDUREKA
* Certified as **‘Salesforce Admin 201’** by EDUREKA
* Salesforce Trailhead **‘EXPEDITIONER’ 100+ BADGES** along with Two Special ‘**SUPERBADGES’.**
* Experience of training people in **Salesforce Basic's** as per need of the organization.
* Bachelor of Computer Application with 4+ years of relevant experience in Salesforce Eco-System on Salesforce.com platform as Salesforce Administrator
* In depth technical knowledge industry standards, Administration and Support front.

**IT ACHIEVEMENTS:**

* Awarded **“SPOT”** award in Rewards & Recognition Ceremony by Infosys.
* Awarded **"Pat on the Back"** award in Rewards and Recognition Ceremony by Tech Mahindra.
* Awarded **"Bravo"** award for 4 academic quarters in Rewards and Recognition by Tech Mahindra.
* Awarded **“Best Performer in Tech Event”** in Rewards and Recognition by Tech Mahindra.

**Work Experience:**

**1.) Sr. Salesforce Administrator - Extentia Information Technology (March 2021 To 31st MAY 2021)**

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| Project: **DJI Salesforce**  Application: **Data Loader/Sales Cloud/Service Cloud/Salesforce CRM** | Client: **DJI(United States Of America)** |
| **Roles & Responsibilities:** | |
| * Daily administration and support of Salesforce, including configuration updates to security, sharing rules, profiles, roles custom & standard objects, fields, record types, page layouts, Workflow Rules, Process Builder, reports/dashboards and validation rules. * Worked on Lightning Process Builders for process automation. * More hands-on work on Lightning rather than Classic, but having good knowledge of both. * Worked on Security Implementation such as Permission Sets, OWD, Sharing Rules, Manual Sharing. * Provide day-to-day end-user support and educate users with best practices to enhance and increase their knowledge of Salesforce. * Proactively interact with client to understand Salesforce requirements & delivering in timely manner. * Worked on Data Loaders for data Insert/Update/Upsert/Delete/Export. * Perform the necessary installation and configuration of any AppExchange solutions into the client's Salesforce Orgs. * Stay current on all release notes and communicate any new features or changes to the organization * Ability to work independently & within team, meet deadlines. * Utilizing best practices to perform operational support, enhancements, bug fixes as needed to the Salesforce.com platform. * Experience in interacting directly with clients for requirement gathering. * Monitor and resolve issue/bug tickets related to Salesforce | |
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**2.) Salesforce Technical Administrator - Cyret Technologies (I) Pvt. Ltd (March 2020 To June 2020)**

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| Project: **EWS Salesforce**  Application: **Salesforce CRM/Data Loader/Sales Cloud/Service Cloud** | Client: **EWS(United States Of America)** |
| **Roles & Responsibilities:** | |
| * Worked on configuration - Business processes, Record Types, Page Layouts, Reports and Dashboards Validation Rules, Security Implementation, Import Wizard, Data Loader. * Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert. * Configure and customize Salesforce.com Sales and Service cloud applications. * Salesforce Configurations– User Interface, Page Layouts, Tabs, Custom Fields, Custom Objects, Validation Rules, Creating Profiles, Roles and Users. * Client Interaction/Customer Interaction on daily basis for requirement gathering to get work done on given SLA. * Directly reporting to VP Sales (Client) of EWS for day to day work. * Onsite point of contact for salesforce for the inside sales team. * Contribute to deployment activities for different SFDC Applications. * Lead Management, Conversion, Opportunity and Sales Process, Case Management, Assignment, Auto response Rules, Email to Case, Web to Case. | |

**3.) System Analyst– Collabera Technologies Pvt. Ltd (Dec 2019 To March 2020)**

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| Project: **CCPA**  Application: **Monitoring Tool, One Trust UAT/PROD, Migration/Deployment Tool.** | Client: **AT&T(Amdocs)- (United States Of America)** |
| **Roles & Responsibilities:** | |
| * Tool Customization as per the user request, Creating / Provisioning of user profiles for multiple products. * Experience with collaborating with business stakeholders, business process owners, technical project managers, and technical teams to execute business analysis tasks * Troubleshoot issues raised by users and provide prompt resolution. Escalate to senior team members within the internal team or Premier Support as necessary * Worked on production environment as well as testing environment on One Trust Tool. * Worked for different AT&T products as per the requirement of the client/customer. * Majorly worked on Support, Administration and Configuration aspects of applications for global clients. | |

**4.) Technical Process Specialist (Salesforce Administrator) – Infosys BPM Ltd (Feb 2018 To April 2019)**

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| Project: **uCRM-DCoE**  Application: **Salesforce, Service Cloud & Sales Cloud** | Client: **Cisco(United States Of America)** |
| **Roles & Responsibilities:** | |
| * Worked as Salesforce System Administrator (Technical Process Specialist/Business Analyst). * Worked on L1 and L2 Salesforce support incidents and provide resolution to complex business requirements. * Provided support to 150 Salesforce users for different regions (APAC, EMEA, and USAI) & acted as the primary point of contact for end-user support. * Understanding of Sales Cloud, Service Cloud & Marketing Cloud. * Worked on Salesforce App-Exchange, Data Loader. * Point of contact for onsite team/ users & helping them on Salesforce adoption. * Using my SFDC skills to improve processes and productivity, and make recommendations to support an organization scaling at a rapid pace. * Daily administration and support of Salesforce, including configuration updates to security, sharing rules, profiles, roles custom & standard objects, fields, record types, page layouts, Workflow Rules, Process Builder, reports/dashboards and validation rules. * Deployment using Change Sets & Full Copy Sandbox. | |

**5.) Associate- Customer Support (SFDC Administrator) – Tech Mahindra Ltd (Sept 2015 To Dec 2017)**

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| Project: **Salesforce CRM/Remedy-Incident Management**  Application: **Salesforce CRM, Remedy Tool, Salesforce Service Cloud.** | Client: **TalkTalk (United Kingdom)** |
| **Roles & Responsibilities:** | |
| * Act as the primary point of contact for Salesforce users/User Management. * Monitor and resolve issue/bug tickets related to Salesforce. * Resolved Salesforce related queries on call & as well on chat as per the customer’s availability. * Worked on requirement gathering & delivering the best solution to client using best salesforce practice. * Managed ongoing support request and administrative needs of users on Service cloud Case Management aspects. * Salesforce.com support for L1, L2 Incidents. * Daily administration and support of Salesforce, including configuration updates to security, sharing rules, profiles, roles, live-Agents custom & standard objects, fields, record types, page layouts, Workflow Rules, Process Builder, reports/dashboards and validation rules. * Created Profiles & implemented object-level, field-level & record-level security & managed roles, visibility settings. * Worked on Change Request's (CR's) - creating & resolves for various issues on Remedy Tools. * Taken necessary calls/meetings whenever required for better customer satisfaction & requirement. | |

# QUALIFICATIONS / EDUCATION:

* Bachelor of Computer Application from Veer Narmad South Gujarat University. **(60.00%)**
* Completed SSC from Gujarat Board. **(68.71%)**
* Completed HSC from Gujarat Board. **(54.00%)**

# EXTRA ACTIVITIES:

* Played For Valsad (Gujarat) District Cricket Association.
* Played CHESS at University Level.

# personal information:

Date of Birth : 12th August 1991

Languages Known : English, Hindi & Gujarati-**Read/Write/Speak**

Marital status : Married

Passport Details : P6767996/ Valid till 15-03-2027

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| DECLARATION: |

I do hereby declare that the information given above is true and correct to the best of my knowledge and self-belief.

**(Bhardwaj Devendra Premjivan)**