

Sachin Bisht

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Profile Summary

- 7 + Years is the Total IT Experience and relevant Salesforce 6 Years of experience in the Salesforce.com CRM Platform both as Developer and Administrator.
- Designed junction objects and implemented various advanced fields like Picklist, Controller/Dependent Picklist, Custom Formula Fields, Validation Rules, Flows, Process Builder, Sharing Rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Good understanding of Roles, Profiles, Permission Sets, Users, ObjectLevel Security, Field Level Security, Record Level Security, Page-Layouts, Record Types and Sharing Rules.
- Good understanding on Apex development in creating Custom Objects, Custom Tabs, Triggers, Apex Classes, Batch apex, Schedulable.
- Good knowledge on Administration setup, Apex, LWC migration tools like Apex Data Loader.
- Having Experience on LWC Project.
- Supported stakeholders and business partners with daily/weekly/monthly Reports and Dashboards in Salesforce CRM.
- Willing to take responsibilities and new challenges to get the work done. Self-motivated, good team player and quicklearner.

Experience

Capgemini Technology Services India Limited

May 2016 - Present

- Enhanced Salesforce functionality by optimizing manual processes through custom development and automation, resulting increase in user productivity.
- Maintained daily interaction with users and business partners to gather requirements, troubleshoot issues, and deliver customized solutions, ensuring their satisfaction and alignment with business goals.
- Managed Salesforce customizations, including custom objects, fields, validation rules, workflows, and approval processes to meet specific business needs.
- Developed and implemented a faster resolution strategy for Salesforce-related issues, reducing downtime by 30% and improving overall system reliability.
- Collaborated with cross-functional teams to design and execute complex Salesforce projects, driving successful outcomes and efficient project completion.
- Led a team of Salesforce developers, providing guidance, mentoring, and fostering a collaborative environment that led to increase in team productivity.
- Implemented best practices for Salesforce security and data management, ensuring compliance with industry regulations and data protection standards.
- Maintained documentation for Salesforce configurations and customizations to ensure knowledge continuity and facilitate future system enhancements.

Certifications

- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Copado Certified Fundamentals I
- Salesforce Certified Associate

Industry Experience

- Beverage industry
- Education Services
- Pharmaceutical Services

Skill

Tool

- VS code, Data loader.

SFDC Environment (Configuration)

- Relationships(Master-Detail, Lookup, Many to Many, Self), Validation Rules, Flows, Email-to-Case, Workflow Rules, Process Builder, Approval Processes, Security & Sharing Settings, Email Template, Data Loader.

SFDC Environment (Customization)

- Apex classes, Triggers, SOQL, Batch Apex, Schedulable Apex, Test Classes, LWC.

Deployment

- Using Copado, WorkBench.

PROJECT DETAILS

CCEP(Coca-cola European Partner)

- The Application was developed to manage Coca-Cola Beverages and the equipment which is used to store these products.
- In this project we have implemented all the basic necessities of the client and incorporating all of it via Salesforce features provided with a user friendly design systems.
- The Application consist of a many Apps Like OrderApp, VisitApp, AccountRequest App and Equipment App.
- The Redone App is Used by All Sales Representative to perform the task like creating a order, creating a Account ,visiting a Outlet and Raising a request for Equipment.
- In Salesforce we have developed a framework on LWC by this it will create a run time Dynamic forms with different fields based on the country to create a Account Request and Equipment Installation request for this we have created custom object called Account_Request c and Equipment_Installation c.
- Made use of Validation, workflow, Flows, Approval Processes, Email-to-case.
- Made use of of LWC components, Trigger, Apex Classes, Apex Test classes, SOQL, SOSL.
- Servicemax configuration, Upgradation.

AER Application Enhancement Request

- AER is a Maintenance project which consist most of small part of Enhancement. In this project user raised the issues and enhancement on existing functionality running in Live system.
- Understanding client requirements and mapping them against Salesforce functionalities.
- Made use of Apex Classes, SOQL,SOSL, Flow, Validation Rule, Workflow, Approval Processes, Process builder.

IMD(International Institute for Management Development)

- This is a sales cloud based project Where Business is set to client Accounts& their partner account which sell their product to their assign regions & create lead as much as possible.
- Interaction with client for requirements and mapping them against Sales force functionalities.
- Implementation of Reports, Security Sharing Implementation, Validation, workflow, Approval Processes, Process builder.

Becton Dickinson

- The application is based on Salesforce CRM which help business to manages entire process of their Pharmaceutical Product and provide service to customer/Accounts Application consist of data of different medical equipment which are purchased by different customer/hospital. Also, the application helps in managing the service provided by company for there medical equipment installed at different location via technicians. The business process flow, addition of location, technicians details all are managed via this CRM Application.
- Implementation of new and managing of existing Validation rule, Workflow, Approval Processes, Process builder.
- Worked on Picklist Values addition, creation of Page Layouts, Record Types.
- Implementing new businesslogic using Apex Classes and Triggers.
- Worked on ServiceMax Configuration, Customizations on SFM Transactions and Wizards

Education

Sep 2011 - June 2015

NCET University (Bengaluru)

- Bachelor of Engineering in Information Science.

PERSONAL DETAILS

Nationality :	Bachelor of Engineering in Information Science.
Language :	English, Hindi
Current Address :	D Nagaraj Layout,Kavalbyrasandra, R.T Nagar,Bangalore560032.

I hereby declare that a foresaid are correct to the best of my knowledge & belief.

Sachin Bisht