

## Akash Prakash

Salesforce Developer /Administrator, [pakash01102991@gmail.com](mailto:pakash01102991@gmail.com) ,  
+91 7987823714, +91 8234840868



### Professional Summary:

- Bachelor of Technology in Computer Science and Engineering with 2.10 years of IT experience, majorly in Salesforce.com (SFDC) platform as a Salesforce.com Developer, Administrator.
- An experience includes end to end applications development on Salesforce.com platform on Sales Cloud and force.com.
- Majorly worked on Support, Administration, Configuration and Development aspects of Salesforce.com CRM applications for global clients.
- Salesforce.com experience includes Configuration like **Workflow Rules, Lightning Process Builder, User Profiles**, Roles, Business processes, Record Types, Page Layouts, Reports and Dashboards, Validation Rules, **Security Implementation, Case Management, , Case Assignment Rule** ,Case auto Response Rule, Case Escalation, Import Wizard, and custom application development.
- Result oriented team player takes complete ownership of successful project delivery, help and mentor the team in achieving goals.
- Delivered projects on Salesforce.com Sales Cloud, Service Cloud and Force.com platform, Data Migration, Salesforce Platform Support and Release and Deployment using Change Set.
- Experience in reviewing Apex Class ,Apex Trigger and Visual-Force.
- Knowledge of Asynchronous process(Batch Apex, Future and Queueable apex)
- Hands on Experience in SOQL.
- Known as very supportive, positive attitude, a good mentor, reliable and optimistic team member.

### Experience Details:

Organization	Designation	Duration
Net Gyani IT Services Pvt. Ltd.	Associate Software Engineer	April 2018 –Sep2019
Maersk Global Service Centre	Senior Associate	Oct 2019 – Till Date

### Education:

Degree	Specialization	University/Boar	Year
Bachelor of Engineering	Computer Science and Engineering	RGPV University	June 2016
HSC	Science	M.P Board	March 2010
SSC	General	M.P Board	March 2008

### Skills:

<b>Programming Language</b>	Apex, Visualforce.
<b>Web Technologies</b>	HTML, Visual Force, CSS.
<b>Data Base</b>	SOQL , MS Access
<b>Operating System</b>	Windows 95/98/2000, XP, Mac, Vista, Win7, Win8, Linux
<b>CRM</b>	Salesforce.com CRM
<b>Tools</b>	Import Wizard, Data loader.

### Awards:

- Received appreciation for my good work and contribution to the team.

## Work Experience:

### Project #: 3

<b>Project Title</b>	Salesforce.com CRM Support
<b>Organization</b>	Maersk GSC
<b>Duration</b>	October 2019 – Till Date.
<b>Solution</b>	Salesforce Administration, Sales Cloud, Service Cloud.
<b>Designation</b>	Senior Associate.
<b>Team Size</b>	16
<b>Environment</b>	Salesforce.com

### Project Description:

By using the Salesforce.com we provide the support to the internal users of Maersk which they raised as a issue via incident on 'Service Now" tool and we have agreed SLA to solve those issues. In production support we have worked on many functionality like User management, Profile, Case management, Workflow, **Data Loader, Reports and Dashboards, Debug Logs, Complex Validation, Page Layout**, Record Types, etc.

### Roles and Responsibilities:

- Resolve Salesforce.com CRM Production support issues.
- Work on Workflow Rules, Page Layouts, Record Types, Monitor Audit Trail.
- User Debug logs to track events in Org.
- Contribute to deployment activities for different SFDC Applications.
- Sometimes resolve priority issues on call also.
- Contributed to training the team for new projects and on boarding.
- Prepare Daily, Weekly and Monthly Reports for management review.
- Lead Management, Conversion, Opportunity and Sales Process
- Case Management, Assignment, Auto response Rules, Email to Case, Web to Case
- User and Profile Management
- Data Import and Export
- Report and Dashboard creation for executives and users.

### Project- 2

<b>Project Title</b>	Salesforce.com Sales Cloud Implementation
<b>Organization</b>	Net Gyani IT Services Private Limited
<b>Duration</b>	Mar 2019 – Sep 2019
<b>Solution</b>	Salesforce.com Sales Cloud, Force.com
<b>Designation</b>	Associate Software Engineer
<b>Team Size</b>	7
<b>Technologies</b>	Salesforce.com/Force.com

### Project Description:

Customer wanted to implement Salesforce.com Sales Cloud for Asia region. Prior to this Client used to capture leads manually and process them through Sales team. There was no standard Lead Conversion Process, Campaign Management, it was not supporting different business processes which resulted in poor forecasting. As manual a process there was threat to Data being send over emails and shared folders was not being track properly. There was no proper reporting mechanism for top management to take Sales related decisions like customer segments, Sales Executives KPIS etc.

We at Net Gyani implemented Salesforce.com Sales Cloud Solution for Asia region by leveraging Salesforce.com Sales Cloud features like Campaign Management, Lead Conversion, Quotes and Opportunity Management using Salesforce.com Standard Sales Processes, Record Types and Page Layouts. Provided data and record security based on Roles and profiles by implementing Salesforce.com Security Architecture. Automated business process with Workflow, Approvals, Process builder and other functionality like lead management ,lead Assignment rule, lead auto response rule. Implemented Apex classes, Visualforce Pages.

### Roles and Responsibilities:

- Salesforce.com Administrator / Developer.
- Conducted requirements workshops with customer and gather requirements for Channel Business Plan and contributed in implementation life cycle.
- Worked on Lead Management, Lead Assignment, Lead response Rule..
- Deployment using Change Sets.
- Creating Reports and Dashboards for Management Reporting.
- Prepare SOP and User Guides.

### Project #: 1

<b>Project Title</b>	Salesforce.com Service Cloud Implementation
<b>Organization</b>	Net Gyani IT Services Private Limited
<b>Duration</b>	Apr 2018 – Apr 2019
<b>Solution</b>	Salesforce.com Service Cloud , Force.com, Data Loader
<b>Designation</b>	Associate Software Engineer
<b>Team Size</b>	10
<b>Technologies</b>	Salesforce.com

### Project Description:

Customer wanted to implement Salesforce.com Service Cloud for Asia region. Prior to this Client used to capture maintain service requests in legacy system, there was lots of manual intervention and agent used to spend more time logging in different systems which lead to poor productivity. There was no 360 degree view of customer data on single screen. There was no standard case resolution and closure Process. As manual a process there was threat to Data being send over emails and shared folders was not being track properly. There was no proper reporting mechanism for top management to take Sales related decisions like customer segments, Service Executives KPIS etc. Client had requirement of migrating Data from Seibel CRM to Salesforce.com for existing customers. There was no proper mechanism for knowledge management, live chat and Reporting.

We at Net Gyani implemented Salesforce.com Service Cloud Solution leveraging Salesforce.com Service Cloud features like Case Management, Case Assignment using Assignment Rules, Case Escalation, Auto response Rules, using Salesforce.com Standard Support Processes, Record Types and Page Layouts. Provided data and record security based on Roles and profiles by implementing Salesforce.com Security Architecture. Automated business process with Workflow, Approvals.

### Roles and Responsibilities:

- Salesforce.com Administrator / Developer.
- Conducted requirements workshops with customer and gather requirements for Channel Business Plan and contributed in implementation life cycle.
- Worked on Case Management, Case Assignment, Case response Rule..
- Deployment using Change Sets.
- Creating Reports and Dashboards for Management Reporting.
- Perform Customization part of salesforce.com(Trigger,Classes,Tes Classes)
- Solved and review the issue in Trigger, Apex Classes
- Creating the Visual-force page using Standard Controller.

### Personal Information

<b>Name</b>	Akash Prakash
<b>Email Address</b>	<a href="mailto:pakash01102991@gmail.com">pakash01102991@gmail.com</a>
<b>DOB</b>	10/01/1992
<b>Passport Number, Issue and Expiry Date</b>	NA
<b>Contact Number</b>	+91 8234840868.+917987823714
<b>Current Location</b>	Pune, Maharashtra

**Place:** Pune

**Date:**

Akash Prakash