Madhvan Pratap Singh
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A HIGHLY SELF-MOTIVATED SALESFORCE CERTIFIED PROFESSIONAL

HIGHLIGHTS

- Expertise in Salesforce.com's SFA.
- 1x Ranger.
- Responsible to conduct Business Process Review sessions, assimilate information and create Business Requirements Document, System context diagram, process flows and apart from creating highly detailed documentation for training users.
- Track record of providing excellent client satisfaction and management of business partners.
- Strong exposure and understanding of business strategy planning and implementation.
- Good communication and people management skills.
- Sound process analysis skills, along with excellent problem solving, judgment and decision taking capability.
- Detail oriented, multi-tasking with an ability to work well under deadlines & pressure situations.
- Steep Learning Curve: Strongly believe in the theory of continuous learning and improvement.

TECHNICAL SKILL SUMMARY

CRM	Salesforce.com
Operating Systems	Windows 11/10/8/7.
Certifications	Flosum Professional.
Technologies	Force.com Platform, Salesforce (Flows, Process Builder, Macros, Service Cloud, DocuSign for E- Signature)

TECHNICAL EXPERTISE

- Salesforce Identity.
- Bug Fixing.
- Development.
- Quality assurance.

PROFESSIONAL EXPERIENCE

- Cloud Centric Infotech Pvt.Ltd.   September 2021 -August 2022.
  Designation: Business Analyst Trainee

- MediaTek India Technology Pvt. Ltd.   Feb 2021 to July 2021
  Designation: Jr. QA Automation Tester

- QSpiders Software Testing Training   Oct 2020 to Feb 2021
  Designation: Trainee

ANNEXURE –PROJECTS (SALESFORCE)

Client	**RAI POWER GENSET (Current project)**
Brief	Established in 1954, Rai Power is a known name in power generating equipment segment in the country. Led by professionals and guided by the sharp business acumen of the promoters, Rai Power as a name stands for business ethics, quality and commitment. With specialization in design, manufacture, supply, project execution, commissioning and servicing of power generators.
Role	Business Analyst
Contribution	Client Interaction: Requirement gathering, analysis, User stories creation, design and Implementation. Worked on System context diagram. Created Object, Tabs, Record type, Page Layout, search layout and workflows for different layouts Document for User training
Technology used	Salesforce (sales and service).

Client	**Fratelli Wines Pvt Ltd.**
Brief	Brought together by love and driven forward by passion, **Fratelli** is symbolic of a vision manifested by three families who aspired to tell stories through the art of winemaking. Here we need to manage their stocks and all the sales purchase with their distributors. Creation of Custom objects to keep a track of their records.
Role	Development, Unit Testing, Bug Fixing, Deployment.
Contribution	Client Interaction: Requirement gathering, analysis, User stories creation, design and Implementation. Created Object, Tabs, Record type, Page Layout, search layout and workflows Lightning Pages for different layouts Document for User training
Technology used	Salesforce (sales and service)

Client	**MEDIATEK Inc.**
Brief	MediaTek Inc. is a Taiwanese fabless semiconductor company that provides chips for wireless communications, high-definition television, handheld mobile devices like smartphones and tablet computers, navigation systems, consumer multimedia products and digital subscriber line services as well as optical disc drives
Role	Functional Testing, Script Runner, Automation, Testing
Contribution	• Running scripts via Linux adb command sets. • Require to submit Change Request for the bugs. • Manual testing, functional testing. • Performing User Acceptance Testing.
Technology used	G-suits and Java.

DOB: Jan ,1998

Education: B. Tech in Computer Science Engineering (2016 - 2020)

              College of Engineering Roorkee, Roorkee.

Nationality: Indian