VivekAghao

- Salesforce.com Administrator/Release Manager
- **vivekaghao07@gmail.com Mobile - +91 9730107949**

- Post Graduate (MBA) in Information Technology and Bachelor of Engineering in Electronics and Telecommunication with 6 years of IT Experience majorly worked on Salesforce.com platform as Salesforce.com administrator & release manager.
- Experience includes all salesforce release activities & applications support and administrating salesforce.com CRM applications for global clients.
- Take overall responsibility of salesforce.com application delivery, release and deployment to production.
- Spin and refresh of sandboxes and users permissions, Deploy the changes to the multiple sandboxes and Production.
- Working with teams on Salesforce Release(Spring, Winter and Summer).
- Managed multiple sandbox environments and experienced in platform as a service release and deployment using Azure DevOps.
- Facilitate workshops and participate in meetings for project releases, critical updates, support business teams with future release roadmap & related activities.
- Manage packaging of software for deployment or upgradation. Plan and strategize on Salesforce quarterly releases / upgrades.
- Work with Development Leads to maintain overall Salesforce platform health with specialized tools. Helping teams with source code management and creation of pull requests
- Follow customer support application build, test, and deploy activities practices and ensure adherence to quality processes & work with business on high priority, time critical business exigencies highlighted by various business teams related to deployment; support application build, test, and deploy activities
- In depth technical knowledge industry standards, best practices in areas of Salesforce Implementation, Consulting, Administration and Support & release activities.
- Primarily worked in creation of Profiles, permission sets Roles, Workflow Rules, Lightning Process Builder, Salesforce object relationship, Users, Business processes, Record Types, Page Layouts, Reports and Dashboards Validation Rules, Role, OWD Security Implementation, Case Management, Email to case, Web to case, Case Escalation, Data Import Wizard, Apex Data Loader, Entitlement process management, implementation of Milestones and Performed user & administration training sessions for business users.
- Involved in all phases of software development life cycle(SDLC), which includes requirement gathering, requirement analysis, functional design, implementation and enhancement of projects in salesforce ecosystem.
- Worked on various salesforce.com standard objects like Accounts, Contacts, opportunities, lead Products, Price books, Cases, Campaigns, Reports and Dashboards. Have in depth Knowledge and understanding of CRM business processes like, Case Management, Campaign Management, Lead Management and Account Management. Expertise in SFDC Administrative tasks like creation of Profiles, Roles, Users, Page Layouts, Workflows, Process builder, Validation rules, Reports, Dashboards. Expert in generating and analysing Custom reports and Dashboard for management and various business unit personnel to provide detail information on key performance indicators.
- Conducting Walk-through sessions for Business users and Development teams
- End to end applications development on salesforce.com platform on Sales Cloud, Service Cloud in different domain.
- Demonstrate sharp, analytical, problem solving, and decision making skills Known as very supportive, positive attitude, a good mentor, reliable and optimistic team member

Experience Details:

Organization	Designation	Duration
Tech Mahindra limited	Associate Team Lead	Aug 2018 to Still Date
Net Gyani IT Services Private Limited	Software Engineer	Oct 2014- July 2018

Certifications:

- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce.com Platform Developer-1
- Salesforce Certified Platform App Builder
- Salesforce.com Certified Administrator (201)
- Copado Certified Administrator

Education:

Degree/Diploma	University/Board	Year of Passing
Master of Business Administrator (MBA)	Savitribai Phule Pune University, Pune	July-2017
Bachelor of Engineering (BE)	Sant Gadge Baba Amravati University	Aug–2014
Diploma in Engineering	MSBTE, Mumbai	Feb – 2010

Work Experience :

Programming Language	C, C++, Apex, Visualforce
Web Technologies	HTLM, CSS, Java Script, jQuery
Data Base	My SQL,MS Access
Operating System	Windows 95/98/2000, XP, Mac, Vista, Win7,Win8
CRM	Salesforce.com CRM

Project #: 1

Project Title	Volvo Cars USA & Canada
Designation	Salesforce Release Manager
Project Domain	Auto Mobile
Duration	May 2020 - to date
Solution	Release Management Activities
Team Size	50+
Environment	Salesforce.com
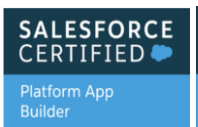
- Managed Azure DevOps branching strategies with local repositories. Managed release branches for different teams.
- Managed multiple sandbox environments and experience platform as a service release and deployment using Azure DevOps &change Set. Ensure deployment using change sets, execute pre & post deployment activities as mentioned by development team during deployment and hot-fixes.
- Facilitate workshops and participate in meetings for project releases, critical updates, support business teams with future release roadmap & related activities.
- Manage packaging of software for deployment or upgradation. Plan and strategize on Salesforce quarterly releases / upgrades.
- Used Lightning Process Builder to automate business process by provided a visual representation.
- Migrated data from legacy CRM systems in batch or one-time using Data Loader.
- Created Reports and Dashboards as per the customer requirements.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.
- Imported accounts and contacts data through Import Wizard.
- Worked on data migration from databases to SFDC using Data Loader.
- Creation of Code repositories and promote the code by pull request.
- Upgrade AppExchange applications in the Sandboxes and Production environment
- Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Created custom Reports based on business need and associated them to Dashboard

Work on L1 and L2 incidents and provide resolution to complex business requirements

Project # :2

Project Title	Salesforce.com Sales cloud and Service cloud CRM Advisor/World Wide.
Project Domain	Banking /Finance
Client	
Duration	Aug 2020 to April 2020
Solution	Salesforce.com Implementations, Administration,Release Management Activities, Support, Data Loader & Reports.
Designation	Salesforce Release Manager
Team Size	30+
Environment	Salesforce.com CRM

Roles and Responsibilities:

- Worked as a Salesforce Admin by providing day to day end user training and support for Salesforce.com users.
- Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
- Worked with the sales operations team, product management team and other stakeholders to capture requirements.
- Worked with functional leads to transform and develop new requirements into design, implementation.
- Conducted requirement discovery workshops to understand user goals and communicate Salesforce technical capabilities and limitations

- Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
- Administer and monitor Salesforce User Licenses
- Managed multiple sandbox environments and experience platform as a service release and deployment using Azure DevOps &change Set. Ensure deployment using change sets, execute pre & post deployment activities as mentioned by development team during deployment and hot-fixes.
- Facilitate workshops and participate in meetings for project releases, critical updates, support business teams with future release roadmap & related activities.
- Manage packaging of software for deployment or upgradation. Plan and strategize on Salesforce quarterly releases / upgrades.
- Used Lightning Process Builder to automate business process by provided a visual representation.
- Migrated data from legacy CRM systems in batch or one-time using Data Loader.
- Created Reports and Dashboards as per the customer requirements.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.
- Imported accounts and contacts data through Import Wizard.
- Worked on data migration from databases to SFDC using Data Loader.
- Creation of Code repositories and promote the code by pull request.
- Upgrade AppExchange applications in the Sandboxes and Production environment
- Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Created custom Reports based on business need and associated them to Dashboard
- Work on L1 and L2 incidents and provide resolution to complex business requirements

Project #: 3

Project Title	3UK Salesforce Sales Cloud & Service cloud Implementation
Designation	Release Manager
Project Domain	Telecommunication
Client Three UK	3UK
Duration	Jan 2020 – July 2020
Solution	Salesforce.com, Administration, Support, Data Loader & Reports.
Team Size	40+
Environment	Salesforce.com

Project Description:

- Salesforce.com Support on was for SFDC CRM administration Support for L1, L2 incidents.
- Users across salesforce.com CRM used to raise incident / case for an issue they had. As per the impact an incident used to assign to our team and we had resolved an issue within agreed SLA.

Roles and Responsibilities:

- Resolve Salesforce.com CRM administration support issues.
- Work on L1 and L2 incidents and provide resolution to complex business requirements.
- Work on Workflow Rules, Lightning Process Builder, Salesforce object relationship, Users, Business processes, Record Types, Page Layouts, Reports and Dashboards Validation Rules, Role, OWD, Security Implementation, Case Management.
- Contribute to deployment activities for different SFDC Applications; help team with code repository management activities.
- Involved in Change Management and Incident Management process.
- Contributed to training the team for new projects and on boarding.

- Prepare SOPs, and Training documentation for user trainings.
- Prepare Daily, Weekly and Monthly Reports for management review.

Project #: 4

Project Title	Master Card Sales cloud CRM Adviser.
Project Domain	Banking & Finance (BFSI)
Duration	Nov 2019 to July 2020
Solution	Salesforce.com Sales Cloud Implementations, Administration, Support, Data Loader & Reports.
Designation	Salesforce.com Administrator
Team Size	15+
Environment	Salesforce.com

Project Description:

Client had traditional sales and Marketing Process for creating and managing Campaigns, Lead and Opportunities. All prospects were captured on legacy systems, Excel sheet and on paper. It was very complicated process to convert leads to opportunity and close deals. There was no standardized process of deal closure and Quote generation. There was no data at one place and it was spread across different locations and different teams. We at Master Card proposed the client to implement Sales Cloud for streamline business process and standardise automated approval of quotes in order to increase lead conversion and sales intern.

At Master Card we have implemented Salesforce.com Sales Cloud Solution for automated lead capture from website, Social Media and Streamline lead conversion process providing record visibility across the teas using Salesforce Security Model. We also implemented sales process which suits client's business process with automated workflows, triggers and Approval process and implemented sales console for providing 360 views of customer's data and real time insights using sales reporting and Dashboards

Roles and Responsibilities:

Worked as a Salesforce Admin by providing day to day end user training and support for Salesforce.com users.

- Worked with various salesforce.com objects like Accounts, Contacts, Case, Reports and Dashboards.
- Worked with the support process, operations team, product management team and other stakeholders to capture requirements.
- Worked with functional support to transform and develop new requirements into design, implementation.
- Conducted requirement discovery workshops to understand user goals and communicate Salesforce technical capabilities and limitations
- Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, cases escalation and email alert.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Maintained and gave permissions to communication templates based on Profiles.
- Used Lightning Process Builder to automate business process by provided a visual representation. ♣ Migrated data from legacy CRM systems in batch or one-time using Data Loader.
- Created Reports and Dashboards as per the customer requirements.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.
- Imported accounts and contacts data through Import Wizard.
- Worked on data migration from databases to SFDC using Data Loader.
- Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.

- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Created custom Reports based on business need and associated them to Dashboard
- Work on L1 and L2 incidents and provide resolution to complex business requirements

Project #: 5

Project Title	ERA Waters Development Sales cloud & Service cloud.
Project Domain	Environmental
Duration	1.5 + Years
Solution	Salesforce.com Sales & Service Cloud Solution, Case management Implementations, Administration, Support, Data Loader & Reports
Designation	Salesforce.com Administrator
Team Size	8-10
Environment	Salesforce.com

Project Description:

The Client wanted to implement Salesforce.com Service Cloud for better customer support and real time knowledge management on cloud. There was a manual reporting on customer issues for service Tickets / incidents on legacy ticketing tools there were no streamline process to resolve the case and data protection across teams in an organization. The existing system was lagging in terms of Reporting and 360-degree view of customers' accounts and cases. Due to manual process there were no standard SLA's defined to resolve case or service request in stipulated time.

At Tech Mahindra we have implemented Service Cloud solution to manage service requests through of different types through multiple channels like Web, Phone, and Partner Portal etc. We have implemented Salesforce.com Service Cloud for Case Management, Case Automations, and Case Escalation to different queues in order to support different support processes and view of information to different support group. In order to provide 360 degree to customer's accounts cases we implemented Case Console with custom components to match client's business process and real time support reporting with manager/ executive Dashboards. Salesforce.com SLAs and Entitlements were implemented for timely and streamlined resolution of service request/case. Created Reports and Dashboards for real time analytics.

Roles and Responsibilities:

- Conducted requirements workshops with customer and gather requirements for Service Cloud Implementation over phone and web meetings.
- Worked on solution design to map complex business requirements with salesforce.com functionality.
- Implemented Service Cloud Solution Configuration and Development
- Contributed in Unit Testing and System Integration testing.
- Deployment of Salesforce.com solution with the help of Change Set and Migration tools.
- Ensuring Code Coverage requirements are met all the times
- Worked on Reports and Dashboards for real time insights.

Project #: 6

Project Title	Data Migration on SFDC
Project Domain	Hi-Tech
Duration	August 2016 – July 2018
Solution	Salesforce.com Data Loader, SFDC Sales Cloud
Designation	Salesforce.com Admin
Team Size	6

Environment	Salesforce.com

Project Description:

Client had Data stored in traditional system and wanted to migrate data in Salesforce.com for Accounts, Contacts, Opportunities and Billing. Data was very unstable and had duplicate records. Also, client requirement was to schedule data export in batch from Salesforce.com and Store on Local File system weekly at the end of week. At Net Gyani we have firstly analysed complexity of the existing systems provided data migration strategy. Designed full proof data migration strategy and suggested object modelling. We contributed to data cleaning and removed duplicate records in first step. Latter we enforced validations in Salesforce to prevent wrong data and duplicate records. We scheduled data import and export with streamlined process from Saleforce.com to Local File system.

Roles and Responsibilities:

- Requirement Analysis through interactions and meetings with stakeholders
- Worked on solution design to map complex business requirements with salesforce.com functionality.
- Prepared Data Migration strategy and Data Modelling in Salesforce.com
- Contributed in Unit Testing and System Integration testing.
- Deployment of Salesforce.com solution with the help of Change Set and Migration tools.
- Contributed to Data Cleansing, Data Loading and Exporting.

Project #: 7

Project Title	Data Migration on SFDC
Project Domain	High-Tech
Duration	March 2016– September 2016
Solution	Salesforce.com Data Loader, SFDC Sales Cloud
Designation	Salesforce.com Business Analyst and Administrator
Team Size	5
Environment	Salesforce.com

Project Description:

Salesforce.com Support on was for SFDC CRM administration Support for L1, L2 incidents. Users across salesforce.com CRM used to raise incident / case for an issue they had. As per the impact an incident used to assign to our team and we had resolved an issue within agreed SLA.

Roles and Responsibilities:

Resolve Salesforce.com CRM administration support issues.

- Work on L1 and L2 incidents and provide resolution to complex business. requirements.
- Work on Workflow Rules, Approval Process, Page Layouts, Record Types, Monitor Audit Trail.
- Contribute to deployment activities for different SFDC Applications.
- Involved in Change Management and Incident Management process.
- Contributed to training the team for new projects and on boarding.
- Prepare SOPs, and Training documentation for user trainings.
- Prepare Daily, Weekly and Monthly Reports for management review

Project # :8

Project Title	Salesforce.com CRM Support
Project Domain	BFSI

Client	An imminent education provider in India.
Duration	Oct 2014- July 2016
Solution	Salesforce.com Platform Administration & Support, Data Loader, Reports.
Designation	Salesforce.com Admin
Team Size	5
Environment	Salesforce.com CRM

Project Description:

Salesforce.com Support on was for SFDC CRM administration Support for L1, L2 incidents. Users across salesforce.com CRM used to raise incident / case for an issue they had. As per the impact an incident used to assign to our team and we had resolved an issue within agreed SLA.

Roles and Responsibilities:

- Resolve Salesforce.com CRM administration support issues.
- Work on L1 and L2 incidents and provide resolution to complex business. requirements.
- Work on Workflow Rules, Approval Process, Page Layouts, Record Types, Monitor Audit Trail.
- Contribute to deployment activities for different SFDC Applications.
- Involved in Change Management and Incident Management process.
- Contributed to training the team for new projects and on boarding.
- Prepare SOPs, and Training documentation for user trainings.
- Prepare Daily, Weekly and Monthly Reports for management review.

Personal Information

Name	Vivek Aghao
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Languages	English, Hindi, Marathi
Current Location	Pune, Maharashtra

Place: Pune

Date: 16/02/2021   **Vivek Aghao**