

---

# PANKAJ SINGH PANWAR

## Salesforce Business Administrator Engineer

Autodesk India Limited | Divyashree Chambers

Bengaluru - 560025

Contact NO:- +91 8496027033, +91 8618307131

Email ID:- [parthpankaj39@gmail.com](mailto:parthpankaj39@gmail.com)

## SKILLS

I am a Salesforce Business support Engineer, Seeking a full-time position in the field of Salesforce, Where I can build my knowledge & skills, and professional culture for the continuous improvement of my career. I am experienced in the Salesforce support platform and I am a self-trained technology enthusiast, passionate about the cloud, and mobile technologies.

## EXPERIENCE

**Autodesk India Limited, Bengaluru- *Salesforce Business Administrator Engineer***  
**September 2021- Till Date**

- Resolving business incidents in the setup, configuration, change management, etc. of the Salesforce platform.
- Partner with the internal team to align Salesforce with their business needs.
- Foster strong working relationships with key stakeholders to understand business requirements.
- Cross-Functional Collaboration, Process optimization, Data management, and analysis.
- Working experience in how to migrate data using tools like Data Loader, and Workbench to perform data migration, data update, data insert, and Export activity in the Salesforce environment
- Create well-defined incident reports that enable the reproduction of the defect, the incorrect behavior, and the intended behavior to analyze the root cause of the problem.
- Implementation of Salesforce Experience with salesforce configuration including Profiles, Permission, etc, Roles, Owd, Sharing Rules, Groups, Custom Settings, Custom Permissions.
- Working experienced in implementing configuration items i.e., Workflows, Validations, Creating Email Templates, Approval Processes, Custom Formulas, Page Layout, Lightning App Builder, Process Builder, Lightning Flows, Custom Settings, Sharing Settings, Reports & Dashboard, Sharing Rules, Service Now, Profiles, Roles, Assignment Rules, and Record Type in Salesforce lightning platform.
- Work on all the Salesforce Administrator tasks to support the Salesforce Sales service cloud (Lightning platform).

---

## **HIC Global Solutions, Noida- *Salesforce Business Development Executive***

**March 2020 - May 2021**

- Identifying, qualifying, and securing business opportunities; coordinating business generation activities; developing customized sales strategies.
- Building business relationships with current and potential clients
- Understanding client needs and offering solutions and support; answering potential client questions and follow-up call questions; responding to clients.
- Collaborating with sales and leadership to secure, retain, and grow accounts
- Creating informative presentations; presenting and delivering information to potential clients at client meetings, industry exhibits, trade shows, and conferences
- Maintaining a pipeline of all sales administration using Salesforce CRM.
- Follow-ups with current & potential clients through calls & Emails.
- Creating and maintaining a list/database of prospective clients; maintaining a database (Salesforce CRM, Excel, etc.) of prospective client information.

## **Shopify Made Easy by HIC, Noida- *Business Development Executive***

**December 2020 - May 2021**

- It's a subsidiary of **HIC Global Solutions**.

## **Trailhead by Salesforce, Trailhead - Learning Internship**

October 2018 - December 2020

- Trailhead is an interactive learning path through the basic building blocks of the Salesforce1 Platform. Test your knowledge of the platform while earning points and badges to celebrate your achievements.

## **CloudAnalogy, Noida- *Salesforce Consultant***

**April 2018 - September 2018**

- Participate in sessions with Salesforce.com customers.
- Understand Business Requirements and Business Processes Analysis.
- Configuration of Salesforce.com and related third-party applications.
- Requirements gathering from the end-users.
- An ongoing basis to maintain and develop the business relationship, ensure satisfaction with services provided, and identify opportunities for further growth.
- Liaison with client's ongoing basics requirements
- Strong Salesforce administration, configuration, reporting, and user management skills.
- Keen on understanding the key problem and gathering requirements to tackle the issue.
- Provide first-level support to the end-users, including logging issues, identification, and resolution/escalation.8. Experience with lead generation and prospect management.

## **Salesforce Administrator & Consultant, Trailhead by Salesforce**

October 2018 – July 2019

---

## **Salesforce Trainee Inter TIB Academy, Bengaluru**

April 2017 – June 2017

### **SKILLS & EXPERTISE**

- Objects, Fields, Page layouts.
- Workflows & Approval Processes.
- Profile and Roles, Data Loader, Workbench, Permission sets and Sharing Rules, Process Builder.
- Reports and Dashboards.
- Lightning components for Service Cloud and Sales Cloud
- Partner Center, CPQ, Quote, ServiceNow tickets.

### **EDUCATION**

**CMR Institute of Technology, Bengaluru-** *Bachelor of Engineering -Computer Science*

2013 - 2016

**BSF Institute of Technology, Bengaluru-** *Diploma -Computer Science*

2010- 2013

**High School, State Board- Uttarakhand-** *Bachelor of Engineering -Computer Science*

2009-2010

### **LANGUAGES KNOWN**

English

Hindi

Garhwali

### **HOBBIES & INTEREST**

Reading Spirituality books.

Playing Volleyball & basket Ball.

Love to Travel like Hill stations.

### **AWARDS**

BSF IT Internal games Runner up in Volleyball 2013.

First Price in Software project launching in Diploma College 2013.