Kartik Naik

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PROFESSIONAL SUMMARY

Process Associate in Hewlett Packard Enterprise over 23 months of experience looking for a career change in Salesforce industry. Currently working on the Salesforce Lightning Customized tool to maintain the end to end ownership with the business clients. Hence joined the full time course to develop technical skills on Salesforce Administration/Developer .

WORK HISTORY

Process Associate ,04/2019 – Current
Hewlett Packard Enterprise – Bangalore India

- Identified and resolved process issues to encourage smoother procedures, more efficient workflow and overall business growth.
- Responsible for processing the request as per the Service Level Agreement and closely working with the Customer.
- Resolving the queries and issues arising within the process and the customer and Doing quality check on the orders completed
- We need to identify weaknesses and are able to articulate the weaknesses to management.
- We Create metrics designed to test the effectiveness of the process and then collect this data and input it into a database for further analysis.
- We are usually the first to notice an issue with the process, good communication helps these issues get addressed before they escalate.

Salesforce Skill Summary

- Good knowledge in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.

- Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.

- Experience in using declarative features like validation rules, workflows, approval process, dynamic approval process, Relationship, sharing rules automation for satisfying complex business process automations.

- Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy

- Also undergoing training on Salesforce Development

Projects

Company : Intelogik Solutions, Pune, India.

Roles and Responsibilities:

- Involved in SFDC application setup and customization to match the functional needs of the Company

- Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.

- Involved in setting up field level access for each custom object created based on the user's role within the organization.

- Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components

- Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.

- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.

- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

- Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.

- Involved in customizing custom objects, tabs, fields, page layout as per the business need.

- Maintained user roles, security, profiles, and workflow rules wherever necessary.

SFDC Technologies -
Standard objects, Workflow & Approvals , Relationship, Flow, Data Loader, Reports, Dashboard

EDUCATION

Bachelor of Engineering: Mechanical Engineering, 04/2018
NMAM Institute of technology Nitte– Mangalore