**Pune, INDIA Cell: +919975577883 sudarshanvishnupurikar86@gmail.com**

**Professional Summary**

Competent IT professional with 5+ years’ experience in IT including 2 years of experience in Salesforce CRM and Contract life cycle management. I am continuously building my skill set in Information technology.

**Skills**

CI/CD Troubleshooting Business process

Application Support                                              Technical Documentation End user support Release mgmt Implementation Data management Contract Lifecycle Management UAT                                         Configuration

Salesforce Admin Identity & Access Management Integration

**Work History**

**Support Engg**

**AutoRabit** (Jul 2020 working)

* AutoRABIT delivers the fastest CI/CD solution for Salesforce that helps Salesforce developers, admins, analysts, and release managers with ready-to-use version control, deployment, testing, data loading and sandbox management.
* MODULES: Version Control, CI Jobs, Deployments, NCino, SFDX, TAF and Env Provisioning, Data loader, Admin & Profile.
* Worked with and provided Enterprise Level support to Salesforce Developers, Release Managers, Solution Architects, DevOps team of major enterprise customers like Wells Fargo, Accenture, Anthem, Coca Cola, Intuit, Natixis, Qantas, Schneider Electric, Baxter International, CapitalOne, Jefferies, Merck, Freddie Mac, Deloitte, Capgemini, Ncino, Judo Bank, Qlik, Alcon, Aligntech and multiple shared Instance users.
* Identifying bugs in the product and user story creations on JIRA systems related to Hotfixes and new features.
* Troubleshooting and analysis of Salesforce deployment errors, replicating them in test instances and providing solutions to developers for resolving them.
* Provided best practices for deploying pick lists, process builders, workflows, roles, objects, permissions sets, profiles, layouts, Email templates etc. to developers and release managers.
* Hands on experience in performing commits, merges and pull requests on Salesforce metadata files, packages on GitHub and Bitbucket repositories.
* Creation of build packages and continuous integration Jobs via from SFDX and Non-SFDX branches.
* Performed deployment using AutoRABIT builds, package XML files, Metadata zip files, Version Control, Single and multiple commit revision ranges and unlocked packages

**Associate Consultant**

**ITC INFOTECH India Ltd** (June 2016 to June 2020)

Project: KONE - KONE builds and services moving walkways, automatic doors and gates, escalators and elevators

Tools/ Applications: ECMS(Enterprise Contract mgmt.), Salesforce CRM, DocuSign, Freshdesk, SAP CRM, MS-Visio, Remedy, Salesforce CLM

**Responsibilities:**

* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert
* Interacted with various business team, legal team, shared service team, finance team to gather and documented the requirements. Implemented the requirements on Salesforce.com platform
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service
* Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization with respect to salesforce.com implementation
* Developed and Customizing salesforce.com application based on the user needs
* Developed field & page layout customization for the standard objects like Account, contact, Leads
* Maintained and gave permissions to communication templates based on Profiles
* Performed Data Analysis and migrated data from SQL Server database to sales force
* Involved in Accounts Merging, maintaining Public Groups
* 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
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports
* Created new custom objects, assigned fields, custom tabs, components, custom reports based on business need

**DocuSign** (**e-Signature application**):

* Proficient with DocuSign Appliance administration
* Hands-on experience on user management, of user security, profile, role and user groups
* Preparing monthly reports to capture status of Envelopes
* Working on DocuSign resource file (XML & HTML)
* Expertise in the Creation of Templates using Radio Buttons, Conditional Logics, Parent Tags and Hyperlinks as per requirements

**Associate consultant- IDAM**, Jul 2014 to Aug 2015

**Systems Plus Technologies**, Pune, MH

Project : Payless (Payless ShoeSource is an international discount foot wear Chain)

Tools/ Applications : Active directory, Service Now, Peoplesoft HR, Peoplesoft Finance, Siebel, TypeItIn for automation

* Authentication and Authorization of users account
* **KYC** (Know your customer) policy to identifying the customer and verifying his/ her identity by using reliable, independent source documents, data or information
* Responsible for managing the JAL (Joiners Amendments and leavers) controls governing user’s access also responsible for managing request for account creation, reset, amendment and deletion of access
* Data collation from Share Drive on daily basis. Uploading and downloading the flat file from Share Drive. Export the data from Siebel Database on a daily basis
* Responsible for providing Premier technical support of BMC/Remedy tool and related software. Support to the various applications in the Citrix Apps. Knowledge about Active Directory services
* Ensuring that the service level agreements for all categories of tickets are met as per established SLA standards / targets
* Everyday working on more than 40 Applications to give users access, remove the access, amend the access
* Responsible for SLA driven Eyes on Glass Application Monitoring, Knowledge driven Event & Incident Management, and Performing Scheduled Application
* Highly organized and effective in managing multiple tasks while maintaining high levels of customer satisfaction
* Escalate issues to appropriate 2nd and 3rd level subject-matter experts in accordance to service-level agreements, and follow up on incidents when appropriate
* Documenting Applications Installation, Know issues which occur regularly. Contribute to the creation/facilitation/maintenance of FAQ documents, knowledge articles and support guides. Prepare & Manage reports on the tickets handled and other tasks
* To maintain a high degree of customer service for all support queries and adhere to all service management principles
* Log Incidents/failures. Troubleshoot application Incidents based on the Knowledge Database. Complete User Requests within the specified SLA
* Respond to customer inquiries regarding the status of incident/service request tickets, and perform follow-up
* Preparing the macros for TypeItIn tool for the automation

**Education:**

B.E.(E&TC) – 54% , MGM's College Of Engineering Nanded-Waghala, MH, India

HSC – 71%, Yeshwant College Nanded, MH, India

SSC – 64.5%, Pratibha Niketan High School, Nanded. MH, India

**Certification/ Training**

Certified Salesforce Lightning Administrator (from Udemy)

AIX 6.1 (IBM Power System-Certified)

Corporate ITIL foundation course

**Hobbies:**

Exploring food/ places.

Music

 **Declaration**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

 Sudarshan Vishnupurikar