

Name: Khub Bharti

Total Experience: 13 years

Professional Certificates:

Salesforce Certified Administrator.

Salesforce Certified Advanced Administrator.

Salesforce Certified Platform App Builder.

Salesforce Certified Platform Developer I.

Bcom Graduate From Pune University in 2010

Summary:

- ☑ Working experience of 10+ years in IT and relevant 8+ years in Salesforce Lightning and Classic.
- ☑ Users to create and implement platform functionality includes Security (Object, Field and Record level); Business Process Automation (Approval Process, Workflow Rule, Process Builder); Reports and Dashboards; User (Profile, Permission set, Role).
- ☑ Experienced in Data Migration using Data Loader.
- ☑ Knowledge of Custom Object, Custom Tabs, Lightning App Builder, Custom Fields, Page Layouts, Relationships and Record Types.
- ☑ Experience with Agile development methodologies such as SCRUM.
- ☑ Source Code Management–Visual Studio Code, Bit Bucket
- ☑ Build Tool-Using Ant for the build process, Change set, Work Bench.
- ☑ Configuration–Salesforce Configuration.

Technology Expertise: Salesforce CRM

Role/ Job Responsibility:

PROJECTS:

JOB ROLE AND RESPONSIBILITIES:

- ☑ To administer and manage the Salesforce CRM application.
- ☑ Designed Sharing Model for the organization - role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- ☑ To create fields, page layouts, custom objects and managing them.
- ☑ To create workflow rules, assignment rules, escalation rules, duplicate rules based on user's requirement.
- ☑ Implement/improve workflows and workflow rules, views, and business processes.
- ☑ To create logical formula fields with proper functions to meet user's requirement.
- ☑ To create community users and manage their profiles.
- ☑ To create criteria based and user based sharing rule wherever necessary.

- ☑ Developed Customized Reports and Dashboards to management for quick decision making to troubleshoot problems wherever necessary.
- ☑ Configure service cloud including setup of custom fields, page layouts, validation rules, profiles, permission sets etc.

ORGANISATIONAL EXPERIENCE:

Krish Compusoft Services Pvt. Ltd., Pune

Project Name: CONCIERGE –Ashley Home Store–Customer Service

Client: Ashley

Duration: June 2018 till date

Description:

Ashley Home Store Customer Care Service is Service after Sales Application.

It makes Customer Service life easy by helping in creating and maintaining Customer Service request in Salesforce.

It maintains both Sales and Service Cloud. Where Service cloud takes care of Case, Case Line Item, Sales Order and Order Line Items.

This application allows the Customer Service and the Sales team to monitor the Sales Order, editing the order details, scheduling technicians, ordering, replacing and exchanging Service Parts.

Cognizant Technology Solutions India Pvt. Ltd., Pune

Project Name: SFDC Product Support

Client: SALESFORCE

Duration: 04/08/2014 till 21/05/2018

Description:

Salesforce.com Inc. is a global cloud computing company headquartered in San Francisco, California. Though best known for its customer relationship management (CRM) product, Salesforce has also expanded into the “Social enterprise arena” through acquisition. It is currently ranked the most innovation company in America, as well as number 7 in 100 best Companies to work for in 2014.

Worked as a Salesforce Admin

IBM DAKSH., Pune

Project Name 1: Virgin Media

Client: Virgin Media

Worked in Technical Support for Virgin Media Broadband Services

Troubleshooting the issue related to Broad Band

Duration: 09/12/2009 till 09/12/2011.

Project Name 2: Virgin Airlines

Client: Virgin Media

Description:

Worked with Virgin Airlines to setup users, Delete data, Create Small Reports, Importing data.

Duration: 12/12/2011 till 31/07/2014.

- **Responsibilities:**
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- permissions to provide shared access among different users.
- ☐ To create fields, page layouts, custom objects and managing them.
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- ☐ Configure service cloud including setup of custom fields, page layouts, validation rules, profiles, permission sets etc.