



Aakash Kumar

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Objective

To attain a position in an organization which enables me to efficiently present my knowledge, skill, and experience by giving an area of opportunities and growth both personally and professionally.

Synopsis

- Possess good experience in salesforce.com Configuration & Analytics.
- Proficiency in administrative tasks like creating workflows, approval, validation rules, profile, users, roles, page layout, report types, Reports and Dashboard.
- Very good understanding of Security aspects of Salesforce CRM.
- Working on diversified Projects/Assignments related to data analysis, competitive analysis, industry research, secondary research, primary research, and report writing.
- Was appreciated multiple times by client for excellent work.
- Possess good experience in salesforce.com Configuration and investigation.
- Very good understanding of Security aspects of Sales forces CRM.
- Basic knowledge about Apex Class, Triggers, SOQL and SOAP API.
- Involved in clients calls with retro and high age cases.
- Have handled team previously of 8 people in previous company where my role was to guide them with technical issues and managing end to end with clients.

Certifications

1. **Salesforce Certified Administrator (201)**
2. **Salesforce Certified Advance Administrator (211)**
3. **Salesforce Platform App Builder**

Technical Skills

- Configuration (Process builder, approval process, Validation rules, record types, Security settings Profile, Reports and dashboards, data loader, import wizard, App exchange, relationships).
- Basic knowledge about apex, visual force pages.
- Salesforce Analytics and Einstein Analytics
- Communities
- Data Management (data loader and workbench)
- Basic understanding of CPQ functionalities the entire customer lifecycle.
- Lighting flows.
- Google Ad Manager and also worked on different ticketing tools.

Experience

1)Accenture Solutions Pvt Limited

Designation: Sr. Salesforce Analyst (16th-August-2021 - Till date)

Description: Our Role is to support and provide required assistance you our Client (Spotify) end users as per their requirement. It includes administrative requests, implementation, guiding them to navigate through SF various features etc.

My work involves below tasks:

- Doing configuration changes which involve setting up security, process builder, page layouts,
- Permission sets, profiles, reports dashboard component, Lightning Components, record types and Lightning App Builder.
- Testing and validating the changes.
- Interacting with clients regularly.
- Providing required training to my current team members about the SF new feature along with existing features.

2)Cognizant Solution Pvt limited

Total Experience: 3 years 7 Months

Designation: Process Specialist/Subject Matter Expert (1-December-2017 to 30th July 2022)

Description: Project is based on Agile methodology which require daily interaction with client for status update and enhancement. There are fresh new requirements in every two weeks which get developed and deployed within two weeks. My work involves below tasks:

- Doing configuration changes which involve setting up security, process builder, page layouts,
- Permission sets, profiles, reports dashboard component, Lightning Components, record types and Lightning App Builder.
- Testing and validating the changes.
- Supported and improved Sales cycles by implementing CPQ solutions.
- Hands on experience of designing data models as per the business process.
- Experience in using declarative features like validation rule, workflows, approval process, sharing rule automation for complex business process.
- Interacting with clients regularly.
- Assisting team of 11 agents regarding technical perspective as SME.
- Handling customer's call when required in case of escalation or expert call.
- Managing and scrubbing cases to keep those under bucket of less than 10 days.
- Outstanding analytical skills with the ability to understand business functions and processes swiftly
- Ability to be flexible, follow tight deadlines, organize and prioritize work and deliver results quickly.

3) MPHASIS

Total Experience: 18 Months

Designation: Technical Support Engineer (6th March 2016 to 21st Oct,2017)

Charles Schwab – Charles Schwab is Inventory Management Company in United State. Schwab operates in four main divisions i.e., Investing, Wealth Management, Banking and Trading.

- Project name: Charles Schwab
- Designation: Technical Support Engineer.
- Role: Troubleshooting Software's and Operating system.
- Operating System: Windows 8, 8.1 and Windows 10.

- Team Size : 32 people working at 2 different Locations (Pune, Bangalore).

Education

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- BE from RGPV University in the year 2014.
- 12th from CBSE Board in the year 2009
- 10th from CBSE Board in the year 2007

Declaration

I hereby declare that the above information provided is true to the best of my knowledge and belief.

Aakash Kumar