Resume

Shubham Janardan Patil
Address k11 railway staff quarters,Yeola Railway
Station,Yeola,Nashik Pin: 423401
Mobile Number:7038165901
Email: patil.shubham774@gmail.com

Professional Summary:

- Currently working as a Salesforce Support Engineer to ensure and deliver best support experience to the internal users. Continuously engage with the Business team to improve the support quality.
- B.E. Graduate with 2+ years of IT Experience majorly worked on Salesforce.com platform as a Salesforce administrator.
- Worked as a Salesforce Success Engineer to handle all the Admin Assist requests for all the Premier+ Salesforce Clients. Was Part of the Admin-Assist Team to Support the Salesforce's Premier Customers and worked on ad-hoc requests like Creating Process Builder, Workflows, Validation Rules, Assignment Rules, Email alerts, Cross Object Formula Fields, Report & Dashboard.
- worked on creation of Profiles, permission sets Roles, Workflow Rules, Lightning Process Builder, Salesforce object relationship, Users, Business processes, Record Types, Page Layouts, Reports and Dashboards Validation Rules, Role, OWD Security Implementation, Case Management, Email to case, Web to case, Case Escalation, Data Import Wizard, Data Loader.
- Worked on various salesforce.com standard objects like Accounts, Contacts, opportunities, lead Products, Cases, Campaigns, Reports and Dashboards, Case Management, etc.
- Expertise in SFDC Administrative tasks like creation of Profiles, Roles, Users, Page Layouts, Workflows, Process builder, Validation rules, Reports, Dashboards.
- Expertise in generating and analyzing Custom reports and Dashboard for management and various business unit personnel to provide detail information on key performance indicators.
- Managing the sandboxes and users' permissions, Deploying the changes from sandbox to Production using Change sets.

Experience Details:

Organization	Designation	Duration
Think & learn Pvt.ltd	Salesforce Administrator	Oct 2021 to July 2022
Satish technologies Pvt Ltd(Earlier known as Saish)	Salesforce Administrator	Dec 2019 to June 2021
Infycom Solutions	Engineer Trainee	July 2019 to Dec 2019

Certifications:

- Salesforce Certified Administrator (201)

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SALESFORCE CERTIFIED
Administrator

Education:

Degree/Diploma	University/Board	Year of Passing
Bachelors of Engineer	Pune University	June-2019
Higher School Certificate (HSC)	CBSE	Aug–2014
Secondary School Certificate (SSC)	CBSE	Feb – 2012

Project #: 1

Project: Think & Learn

Responsibilities:

- Currently working as a Salesforce Support Engineer to ensure and deliver best support experience to the internal users. Continuously engage with the Business team to improve the support quality.
- Working as Scrum Master and taking updates from product owner and programmers about the current enhancements and Bug fixes.
- Handle Ticketing tools such as: JIRA and Zoho for project management.
- Working on Sales & Service Cloud, Lead Management (Duplicate & Matching Rules), Case Management (Lead & Case Assignment Rules, Escalation & Auto Response Rules.) Data Security Model, etc.
- Validation Rules, Cross-Object Formulas, Page Layouts, Email Alerts, record types, Page Layout Assignments, etc.
- User/Profile Creation and Maintenance.
- Analytics (Lightning/Classic): Reports, Dashboards and List Views.
- Automation using Standard Features like Process Builder, Workflows, etc.
- Data Management- Bulk record create/update using Data Loader.

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SALESFORCE CERTIFIED
Administrator

Project #: 2

Project /Client: True Gem/Ambipar /WGACA

Responsibilities:

- User/Profile Creation and Maintenance.
- Worked on configuration requests in a project such as building object relationship such as Lookup & Master Detail Relationships. Customization and Building Apps Navigation, Access, Record pages, Page Layouts.
- Documentations and Troubleshooting steps to be shared with client such as Salesforce Knowledge Articles.
- Coordinating to accomplish the project completion and focusing on client satisfaction.
- Troubleshooting issues related to objects/records access, page Layouts, Record Types, sharing rules, OWD, Permission sets, Custom profiles.
- Validation Rules, Cross-Object Formulas, Page Layouts, Email Alerts, Web-To-Lead, Email-To-Case.
- Expertise in building automation like cross object formula, workflows & Process Builder, Approval Processes, etc.
- Also Worked on BMC remedy tool for the client cloudaction.

Project #: 3

Project: Infycom Solutions

Responsibilities:

- Desktop & Laptop Maintenance, Troubleshooting of Desktop Pc's, Laptops,
- Troubleshooting & maintenance of PCs Fault finding & trouble shooting of Monitor.
- Perform installation, configuration, upgrading and maintenance of desktop

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SALESFORCE CERTIFIED
Administrator

Personal Information

Name	Shubham Janardan Patil
Email Address	patil.shubham774@gmail.com
DOB	03 September 1996
Passport	Indian
Contact Number	+91-7038165901
Languages	English, Hindi, Marathi
Current Location	Pune, Maharashtra

Shubham Janardan Patil   **Date:**