



Name: - Shekhar Nartam

Email ID: - shekhar.nartam2017@gmail.com

Contact no: - (91) 9545309673

CAREER OBJECTIVE:

I am self-motivated individual who always tries to do the things in different ways. Very curious about science and technology. Wanted to implement my knowledge of Salesforce for achieving business success of my organization.

WORK EXPERIENCE:

I have overall experience of 3.5 years in IT Industry.

- 1 year as Analyst in HCL Technology Bangalore On payroll of Maintech Technologies Limited
- 2.5 years (CRM Salesforce) industry in Cognizant Technologies, Pune.

I have completed certifications for Salesforce Administrator (basic and advanced), Salesforce Platform App Builder.

CURRENT EXPERIENCE SUMMARY:

Cognizant Technology solutions, Pune
Duration: June 2018 to October 2020
Designation: Senior Process Executive
Role: Sr. Salesforce Administrator

Key Role/Responsibility:

Working as Salesforce Business Analyst for Salesforce product Support team,

My job was to understand the issue and requirements raised by the client across the globe, do the analysis of the issue, and find the optimized solution for the issue.

Provide the recommendation and help them implementing and testing the solutions.
Manage good relationships and clear communication with client.

1 configuration

Worked on configuration of Salesforce org which include

- Creation of custom object, Customize fields, page Layouts, record types, validation rules As per the business requirement.
- Creation user and profile and their management, OWD setting and sharing rule , role and hierarchy.
- Creation of workflow and process builder and formula field.
- Importing of leads and contacts.
- Troubleshooting Salesforce org on Performance issues.
- Set up of the org as per the requirement
- Use of Data Loader and the Data Import Wizard for Data Management.
- Provide L2 support to new users as well as existing users of Salesforce CRM
- Provide training on Salesforce CRM to new users
- Create the Sharing Settings as per the business requirements
- Create the Sharing Rules, Validation Rules Duplicate rules as per the business requirements
- Create and Maintain the Communities, classic as well as lightning communities. Keep track and maintain the certifications and track the releases as well

2 Analytics report and dashboard.

- Expertise in the analytics that includes creation of report and Dashboard.
- Worked on historical trending report, Administrative report, field History tracing reports, folder sharing, and list view.
- Gained expertise on creation of custom report type, joint report and summary report.
- Reporting formulas row level formulas and column level formulas
- Org health dashboard, performance dashboards.
- Creation of Sales executive and performance dashboards with conversion rate.
- Lead and opportunity conversion and lifecycle dashboards

3 Einstein Analytics

- *Einstein Analytics development and maintenance*
 - *Creation of various datasets and dataflow as per the business requirement*
 - *Troubleshooting the issues faced by the end users of Einstein Analytics*
 - *Responsible for various template app creation such as Event Monitoring, Sales Analytics, Einstein Activity Capture, Forecasting app etc.*
 - *Achieve Interactions – (Previously termed as Bindings) on dashboard JSON*
 - *Writing Security Predicates to control various access levels*
 - *Writing complex filters, creation of Compute Expressions and other data transformations*
 - *Creation of the dashboards as well – blank as well as templated.*
-
- *Setting up Einstein Analytics starting from the required licenses.*
 - *Create dataset from Recipes*
 - *Creation of dataset via CSV AND other remote connections.*
 - *Experience in Data Sync and Connections and as well setting the same.*
 - *Scheduling the data sync and the dataflows and the recipes to get the regularly updated data*
 - *Install and use various managed packages like financial force*
 - *Maintain Integration and Security User*
 - *Maintain and create Einstein Data Insights*
 - *Building Einstein Predictions*

What I can do?

- a) Can be a client facing engineer who can understand their business requirement.***
- b) Help the client in setting up their entire org and new creation and troubleshooting in existing salesforce CRM issues***

HCL Technologies On payroll of Maintech Technologies Limited

Analyst

Worked as an analyst in HCL Technology for one year on Deutsche Bank project. Being the analyst my key roles are responsibilities are,

- Validation of asset and update the new asset records in the asset object. Run reports on asset object in salesforce. To ensure CMDB is updated with the latest information of all the assets. Each and every asset is scanned periodically to capture the latest configuration information.
- As every asset in banks environment holds confidential and financial documents, ensuring all the assets are tracked closely via endpoint managers and alert CISO team if there is any asset found missing.
- Engage cyber security teams to investigate the missing assets and tag them as lost assets if not found.

CERTIFICATIONS:

- *Salesforce ADM 201 Certified Administrator*
- *Salesforce ADM 211 Advanced Certified Administrator*
- *Salesforce Certified Platform AppBuilder*

TECHNICAL SKILLS:

- *Programming language: Basic knowledge of Java,*
- *Sound knowledge of salesforce Analytics report and dashboard*
- *Workflows, Process builder, Analytics Snapshot, Communities*

QUALIFICATION:

2012 – 2016 :- DMIETR Wardha BE Mechanical (RTMNU)

Complete my degree of engineering with
7.42 CGPA

2011 – 2012 :-New English Jr College Wardha

Complete my HSC with 73.00 %

2009 – 2010 New English High School Wardha

Complete my SSC with distinction 82%

PERSONAL SKILLS:

- 1 Good at analyzing the data and problem troubleshooting
- 2 Has excellent spoken English, Handled the customer across the Globe in all three regions APAC, EMEA and AMER.
- 3 Experience in team building and like to work in team.
- 4 Adaptable in the any work situation and willing to learn new Things.

PERSONAL PROFILE:

<i>Name</i>	<i>Shekhar Diliprao Nartam</i>
<i>Date Of Birth</i>	<i>18 th Feb 1994</i>
<i>Residential Place</i>	<i>Wardha , Maharashtra</i>
<i>Martial status</i>	<i>Unmarried</i>
<i>Willing To Relocate</i>	<i>Yes</i>