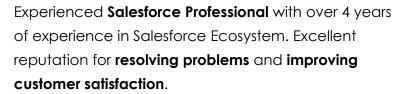


Hitesh Nimje

Salesforce Professional



Professional Summary



Eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of requirement of clients and executing according to it. Motivated to learn, grow, and excel in Salesforce Industry.



Work History

2021-05 -Current

Salesforce Administrator

CriticalRiver Technologies, Nagpur, Maharashtra

- Set up and controlled user profiles and access levels for each database segment to protect important data.
- Improved operations through consistent hard work and dedication.
- Increased customer satisfaction by resolving their issues.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Used coordination and planning skills to achieve results according to schedule.
- Wrote and maintained technical and functional specifications to document database intentions and requirements.



Address

Nagpur (MH) 440037

Phone

+91 - 9371737577

E-mail

salesforcehitesh2018@gm ail.com

LinkedIn

https://www.linkedin.com/ in/hiteshnimjesalesforce

Twitter

https://twitter.com/lmmort a62314504



Data Modelling



Salesforce Security



Salesforce

Automation



User Management



Data Migration



2018-04 -2021-05

Salesforce Engineer

IT NetworkZ, Nagpur, Maharashtra

- Prepared a variety of different reports and documents to ensure smooth operations.
- Resolved problems, improved operations.
- Participated in **team-building activities** to enhance working.
- Worked flexible hours: night, weekend, and holiday shifts.
- Proved successful working within tight deadlines.
- Performed duties in accordance with standards procedure.
- Conducted research, gathered information from multiple sources and presented results.
- Identified issues and provided solutions to problems.
- quickly and escalated major issues to Team Lead.

Actively listened to customers, handled concerns



Apex batch Class

Apex Test Class Very Good

LWC (Lightning Web Component)

Very Good

Salesforce Deployment

Excellent

Agile Methodology

Excellent

Ticketing (JIRA, ServiceNow)



English

Excellent

Hindi

Excellent

Marathi





Projects

Worked in **Agile Methodology**, maintaining Sprints according to the time given and managed all internal SFDC org.

Used JIRA Ticketing System to Track the Status working on Roadmap for the Project, clearing all Blockers for everyone.

Also used **ServiceNow** for Support Projects to enhance the system and resolve all critical Incidents in given prescribed time, no escalation done so far. Developed Apex Classes, written Apex Triggers, Unit **Test class** for Apex class and worked for improving code coverage, SOQL queries, Workflow rules and defined related tasks, time triggered tasks, Email alerts, field updates to implement business logic as per requirements.

A3 Smart Homes

Involved in the Sales Cloud Process. Implemented DocuSign App Launcher for sending the Quote in CPQ Sales process. worked on creating flows for updating Zip codes based on Organization in Account Object. Worked on Data Migration using Salesforce Inspector for inserting Zip code. Worked on Deployment using Changeset. created Confluence sheet for pre-Deployment & Post deployment Steps. Worked on CPQ sales Process and Field Service Lightning (FSL) to schedule the Installation of th products in the customer premises.



National Kidney Foundation (NKF)

The National Kidney Foundation Singapore is a non-profit health organization in Singapore.

written Apex trigger for creating account whenever contact is created from the Portal side. Implemented Process builder to send the Login credential to the volunteer, inviting for the interview process by creating task in Process builder. Code coverage done for all Apex classes & Trigger. written batch class created duplicate rule to avoid the duplicate records in the System. use schema builder for most of the work. Applied Salesforce Security for the user at different level. created report for the volunteer and to represent it in home page i have also created Dashboard to show everything in a glance.



World of Steel (WOS)

Emails via Workflows.

Giving Admin support to client for Sales Cloud, so we are working on the Tickets using ServiceNow.

Worked on Essential CRM of Salesforce which is for small Scale Industries. created List View for particular filter criteria directly in Production org.

Use Knowledge Object for New Learning for the Employees of WOS.Data Import & Export through Salesforce Inspector. Creating logs while Inspecting Errors. Created Classic Email Template for Sending





2020-02 Salesforce Certified Administrator

Salesforce Certified Advanced Administrator

2020-08 Salesforce Certified Platform App Builder

2019-12 Salesforce Certified Platform Developer I











2021-01

2016-06

Education

2012-06 - B. Tech: Electrical Engineering

Institute of Engineers (India) - Kolkata

2008-08 - Diploma: Electrical Engineering

2011-06 Government Polytechnic Nagpur - Nagpur

2007-06 - SSC: English Math's Science

2008-05 South Point School - Nagpur

Signature Hitesh Nimje

Place: -Nagpur