



# Hitesh Nimje

Salesforce Professional



## Contact

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## Professional Summary

Experienced **Salesforce Professional** with over 4 years of experience in Salesforce Ecosystem. Excellent reputation for **resolving problems** and **improving customer satisfaction**.

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.



## Skills

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.**
- Actively listened to customers, handled concerns quickly and **escalated major issues to Team Lead.**

Apex Trigger



Apex batch Class

Apex Test Class



LWC (Lightning Web Component)



Salesforce  
Deployment



Agile Methodology



Ticketing (JIRA,  
ServiceNow)



## 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.



## Languages

English



Hindi



Marathi



### **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)**

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 Emails via Workflows.





## Certifications

2020-02



Salesforce Certified Administrator



2021-01



Salesforce Certified Advanced Administrator

2020-08



Salesforce Certified Platform App Builder



2019-12



Salesforce Certified Platform Developer I



## Education

2012-06 -



**B. Tech: Electrical Engineering**

2016-06

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

Place: -Nagpur

Signature  
Hitesh Nimje