Resume

RICHA KHARE

✉ richa.khare02@gmail.com
📞 917499962537

Expertise:

- Certified – Salesforce Administrator-ADM 201
- Certified- Advanced Salesforce Administrator- ADM- 211
- Client interaction (Global) Via Email, Chat and Calls
- L1 & L2 Support
- Basic knowledge of Apex, Visual force, SQL, Python
- Basic knowledge of Salesforce.com and Salesforce Lightning

Area of Interest:

- Interact with different clients
- Volunteering and managing committees/events
- Keen to learn new things

Strengths:

- Analyse and research the Problem/issues
- Enthusiasm to troubleshooting/Resolve issues
- Root cause analysis

Experience

Total Experience 3 Years 5 Months

Pitney Bowes Software Pvt Ltd: (September 2018- May 2020)   🌢 Pune

Associate Software Support Engineer

- Creating Custom Objects, Relationships like Master-Child, lookups, workflows, Process builder
- Developing Salesforce CRM App Exchange Applications in Classic as well as Lightning.
- Working in rotational Shifts and dealing with global clients.
- Working on Location intelligence-based products like MapInfo, Confirm, Spectrum, Street Pro.

- Handling tickets on daily basis for different issues of different product based on SLA and Priority.
- Working on the cases to Transfer the License, activate the license, Generating response file.
- Provide resolutions to the client via email, call and on chats.

Vodafone India Shared Services: (October 2017-August 2018)   ⬦ Pune

Technical support Specialist

- Assist users in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Approval Process.
- Develop and design as per the Client requirement.
- Using Sandbox for testing and Development.
- Creating Reports and Dashboards., Data modelling, Schema Builder, Data Loader
- Identify bugs and debugging it, dealing with global clients.

Cognizant Technologies Solutions Pvt Ltd: (May2016-May-2017)   ⬦ Pune

Sr. Process Executive
- Creating custom Objects, custom fields, Page layouts, Custom Tabs and various other components as per the client and application requirements.
- Case Management Automation,
- Assist users by sharing the screen and help them to resolve it.
- Coordinate and transferred knowledge to the offshore team.
- Creating detailed **process documentation** and deployment process on issues for future follow ups.
- Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well

Education:

- **RGPV UNIVERSITY**
  Master of Technology in Advanced Production System (2017)
- **RGPV UNIVERSITY**
  Bachelor of Engineering in Mechanical (2011)

What Makes me Happy:

- Poetry (Hindi/English)
- Dancing (Classical, Bollywood, Western)
- Singing (Light music)