

Saurabh Kumar

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Address :C-6, Shashi Garden, Mayur Vihar 1, Delhi

To work in a meaningful position that enables me to develop myself as a professional and permits scope of growth for me as well as for organization with hard work & destiny.

Technical Skills

- CRM TOOLS: Salesforce.com
- Custom Apps, Objects, Fields
- Page Layouts
- Validation Rules, Workflow
- Apex Classes, Test Classes
- BMC Remedy, Incident Management
- Reports & Dashboards
- FTTX Technologies
- Remote Tools
- DSLAM Node
- Fiber Optics
- Networking Basics

Work Experience

Tata Consultancy Services

Senior Process Associate

Jul 2017 to Present

- Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the SalesForce.com development.
- Performs administrative responsibilities to include custom fields, workflows, validation rules, user management, etc.
- Proficiency in SFDC Administrative task like creating, Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Task and actions.
- Basic understanding & knowledge in SFDC development using Apex classes and SOQL by keeping in mind SFDC governor limits.
- Ability to generate analytic reports & dashboard for senior management.
- Wrote and maintained technical and functional specifications to document database intentions and requirements.
- Working experience on BMC Remedy tool for incident management.
- Responsible for configuring & monitoring the DSLAM, Node, copper & Fiber lines.
- Experience on Nokia Tools like Network analyzer copper & AMS.

Globtiter Infotech

Technical support Associate

Sep 2016 – July 2017

- Provided technical support over the phone or with the help of Remote access.
- Proficient in handling escalated calls and providing 1st & 2nd Level of technical Support to end-users.

- Installation & Configuration of Network printers & Scanner and its troubleshooting.
- Skilled to upgrade the Operating systems like windows, Mac to its latest version.
- Provided Remote support using multiple remote tools for technical faults.
- Printer Management, Office product support.

Education

B.Tech, Noida Institute of Engineering & Technology, Gr.Noida

Have Completed B.tech in Electronics & Communication with 63% marks.

R.B.S College ,Bihar

Completed XII from BSEB with 72% marks.

St. Paul's High School, Bihar

Completed X from CBSE with 68% marks.

Personal Details:

Date of Birth	:	20th March, 1993
Father's Name	:	Mahesh Prasad Singh
Languages known	:	Hindi & English

Date :

Place : Delhi

(Saurabh Kumar)