

RISHI

Phone: +91 9311820252

Email: rishi.sfdc77@gmail.com



Professional Summary

- ❖ More than 10+ years of experience as **Salesforce Consultant** with full life cycle development.
- ❖ Delivered more than 30 projects as a Salesforce Consultant / Lead.
- ❖ Major areas of work include requirement analysis, design, configuration, end to end implementation and deployment of applications on Salesforce.com cloud platform
- ❖ Worked on client sites and collaborated with Global teams.
- ❖ Strong customer relationship management skills to effectively manage communications, conflicts, and negotiations, managed challenging conversations regarding budget, resources and timeline and formally capture and communicate outcomes of those meetings
- ❖ Good hands on experience in Sales cloud, Service cloud,, Marketing Cloud
- ❖ Good Domain Knowledge of industry sectors like **Real Estate, Ecommerce, Manufacturing, Education, Non Profit, Energy and Utilities**
- ❖ Good understanding of
 - Salesforce.com Configuration and Design of, Sales Cloud, Marketing Cloud and Community Portal solutions,
 - Implementing Security/Sharing rules, configured Permission Sets, Field level Security, Record level Security, Profiles, Roles and resource monitoring at different hierarchical level of Organization
 - SFDC Development involves implementing Apex Classes, Controllers & Triggers and VisualForce.

Professional Experience

Topaz India Software Services & Solutions[TISSS]

Delivery Lead || July 18 - Present

Key Projects

Darincool Technologies || Sales Cloud

Future cooling technologies offers a variety of thermal management products and services including Thermal management consulting, design and analysis, prototyping, manufacturing, product testing

- ❖ Job responsibilities
 - Lead consultant performing Salesforce admin, configuration, deployment and data migration
 - Worked on creation of custom objects, custom fields, picklists, role based page layouts, workflows, validation rules, process builders
 - Analyzed areas of risk, collaborated on solutions and developed plans to minimize risk and communicated to clients
 - Mentored and supported professional development of the team during delivery
 - Conducted status meeting with stakeholders and provided status reports to all parties

Brake Defense || Customer community

BD delivers game changing brake technology designed for tactical trucks and trailers. This enables units and Warfighters improved vehicle safety, fuel efficiency, weight saving and unprecedented unit readiness across the Department of Defense

- ❖ Job responsibilities
 - Project manager and Salesforce Consultant performing Salesforce admin / configuration / deployment / data migration
 - Worked on custom objects, custom fields, validation rules
 - Designed, documented, built, tested and deployed enhancements to production environment
 - Liaison between India and US on-shore teams
 - Reviewed progress and performance of project team and followed-up with client as required
 - Analyzed areas of risk, collaborated on solutions and developed plans to minimize risk and communicated to client

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Philadelphia Cancer Respite Foundation // Sales cloud

For Pete's Sake is a nonprofit organization located in the suburbs of Philadelphia. With the tools they were previously using, they were successful and able to help many people who were affected by cancer and their families by sending them on an all expense paid respite. By implementing and streamlining their processes on Salesforce, we set the organization up for growth and expansion beyond their current geographic area.

- ❖ Job responsibilities
 - Configured, maintained and enhanced security using profiles and role hierarchy
 - Created custom objects custom fields picklists role based page layouts, workflows, validation rules process builders to streamline the process of creation of respites for cancer patients and their families
 - Property management was built on the platform to track property availability and amenities for a respite.
 - Inventory tracking was built in Salesforce to keep track of entertainment tickets, t-shirts, books, and other items that FPS sends to their patients.

Turner Evaluations//Service Cloud/Conga Composer

Morningside has sought to shorten and simplify the immigration application process by providing fast and high-quality evaluations. Morningside adapts to their clients' specific needs through tech.

- ❖ Job responsibilities
 - Configured customer community, email to case, web to case, reports and dashboards • Used form assembly to capture information from client directly to salesforce
 - Created workflows, approval processes to facilitate the process to accepting evaluations • Created conga solutions to send the evaluation form reflecting the mark sheets depending upon which course was selected and the respective parameters.

Windows & Doors // Service cloud /Field Service lightning

- ❖ Job responsibilities
 - Setting up basic permissions for enabling field service lightning
 - Configuring Service territories, operating hours, service resources and other core features
 - Trouble shooting issues that arise during implementation and usage by client

*** CTX Business Solutions || Performance Manager App**

- ❖ Job responsibilities
 - Set up the Development process flow of the company, designed and configured the company's performance management app on salesforce from scratch
 - Configured, maintained and enhanced security using profiles and role hierarchy
 - Worked on custom objects, custom fields, picklists, workflows, validation rules, report generation

Metacube SoftwarePvt. Ltd.

Dec 07 - June 18

KEY PROJECTS*

Sanyo USA // Custom Development

Description : Sanyo USA is the United States subsidiary of Japan s Sanyo Corporation Sanyo is a leading manufacturer of audio video communications and information technology products for the consumer and professional markets. Its television, computers and music businesses make it one of the most comprehensive electronics manufacturing companies in the world.

- ❖ Responsibilities
 - Worked as hands on program manager, performing roles of enhancement developer and Salesforce.com Developer and Administrator.
 - Created a portal for employees to have a single point of contact for all recruiting, HR, and onboarding questions
 - Created an Employee Self Service App consisting of
 - Integrated recruiting tool



- New employees can find an onboarding area, with training tools tailored to their role
 - A portal where employees can file HR inquiries
- Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements designed the solution by customizing various standard objects of Salesforce.com SFDC
- Designed various Web Pages in VF for customers to select a variety of services offered by the org and integrate them with the respective teams home page..
- Designed and developed Apex Classes Controller Classes extensions and Apex Triggers for various functional needs in the application.
- Maintaining test coverage for all the classes and triggers and supporting deployment activities
- Designed and deployed the Custom objects Custom tabs Entity-Relationship data model validation rules Workflow Rules Auto-Response Rules Page layouts Components Visual Force Pages to suit to the needs of the application
- Used Data Loader for insert update and bulk import or export of data from Salesforce.com SObjects Used it to read extract and load data from comma separated values CSV files
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
- Created workflow rules and defined related tasks time triggered tasks email alerts filed updates to implement business logic

Confidential USA // Custom Development

Description : Confidential is the US government's leading systems integrator and has been the top federal provider of information technology and services for nearly 20 years. Its Information systems Global Solutions unit is engaged in every facet of the federal IT space from cloud computing to big data to mobile devices.

❖ Job Responsibilities

- Developed a Survey application for the Client to track its employees responses about its training program
- Developed a Custom application called Contract Modification Tracking system to track the contracts of the Client with different vendors and Agencies.
- Worked on Salesforce Knowledge Management to upload Articles into Salesforce to help the Customer Support Center deal with its cases effectively.
- Worked on a Custom application called Individual Development Plan IDP to help employees create a Development plan for themselves every fiscal year to design their career in an effective manner and attain their Short term and Long term goals.
- Created reporting needs and also Developed Training Materials.
- Customized Salesforce.com fields page layouts record types list views and Queues.
- Worked closely with Apex Data Loader to insert and update the data in Salesforce.

Company : RecruitAPP (Complete HR Application)

Role : Salesforce Techno functional Consultant

Description : It was a in house Product, a proprietary product of the company. IT is a comprehensive fully integrated gl HRIS built on the Salesforce App Cloud, supporting the entire employment journey from any device. It combines core HR processes with internal company communications, transforming employee engagement and delivering great experiences.

Responsibilities

- ❖ I was a handson program manager for the development of this product.
- ❖ Following modules were created in this product
 - *Talent acquisition*
 - `Bulk Resume Parsing Mass
 - Requisition Management,
 - Career site integration, Social media integration

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- Candidate Management, Multi-Level Candidate Evaluation, Interview Feedback management,
 - Notification Alerts via Mobile Notifications, Email & SMS integration
 - Recruiting on Mobile: Interview scheduling, Candidate Search, Dashboard & Reports View, Interview Feedback Submission & Letter generations.
 - Advanced Search engine, Boolean Search, Portal Integration,
 - Vendor Management, Freelancer Login
 - Contract management & E-signature
 - Onboarding,
 - Reports & Dashboards
 - Task Management, Appointments Management, Activity Management
 - Position, Candidate, Pipeline, Interview etc Tracking
 - Job Applicants Management
 - Appointments Management
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- *Configurable User Rights*
 - *People management*
 - *Attendance and leave management*
 - *Payroll, compensation and benefits*
 - *Performance and talent management*
 - *Workforce experience management*
 - *HR and People analytics*