Rishikesh Sinha
(Mobile: +91- 9176838559 / E-Mail**: sinharishikesh11@gmail.com**
(Open to relocate)

✓ Salesforce CRM consultant with 5 Years and 6 months of experience with organizational customer service and project management skills. Developing business processes and system solutions for Shipping line and HealthCare Industries for various projects from conceptualization to implementation.

✓ Quality years of experience with SalesForce Customization, Configuration, Security, Change Management, Risk Management, Deployment, Sandbox implementation and monitoring.

✓ Strong Knowledge on SFDC standard Data structures and familiarity with designing Custom Objects on Force.com platform and Force.com Sites.

✓ Design Functional Requirement and Technical Specification Documents.

✓ Full life cycle implementations of Salesforce projects including High level requirement analysis, design, configuration, customizations, user testing, implementation and production support.

✓ Extensive experience using Salesforce Administration (SFA), Profiles, Roles, Page Layouts, OWD, Sharing rules, Permission Set, Record Types, Workflow rules, Approval process, Assignment Rules, Validations, Reports and Dashboards.

✓ Extensive experience using Data Management and Migration tools like Apex Data Loader.

✓ Extensive Experience in Apex class, Visualforce pages and Lightning web component.

✓ Deployment Experience using Gitlab and Changeset

✓ Deployment and build in lower lanes and production.

✓ Create detailed technical design documentation from requirements and functional designs including UI design mock-ups and architectural design diagrams

✓ Assess the impacts on technical design and users because of the changes in functional requirements.

✓ Comprehensive experience in Business/Functional Requirements Analysis, Effort Estimations, Process Designing and Mapping

✓ Analyze and identify gaps in functional/business requirement to effectively communicate with both Business and Functional analysts on the same.

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PROFILE SUMMARY

- Currently associated with **Solvermind Solutions** Pvt Ltd.
- Endowed with a passion for winning as apparent through demonstrated excellence in academic & extracurricular areas
- Strong knowledge in **Salesforce** Administration and customization & configuration.
- Managing 4700 + End users day to day salesforce admin support.
- Certified **ITIL** foundation certificate in Service management.
- Ability to work in a dynamic environment & under pressure situations
- A keen initiator with excellent interpersonal, problem solving, planning & people management skills

Work Experience

Experience:

- Presently working with Solvermind Solution Pvt Ltd**. Chennai**, as Salesforce Technical Support Specialist (since Feb'2015.)

- Prior to that with. **Technosoft Global Services [P] Ltd** as Senior Software Engineer (From Feb 2015 – Sep 2019)

Projects:

SolverMinds Solutions & Technologies Pvt. LTD. , Chennai India.

Project: Hapag-Lloyd(HLAG, IT Service Center) Sep 2019 to Till date
ITSC\\ Salesforce
Client : Hapag-Lloyd AG is a German international shipping and container transportation company. It is currently the world's fifth largest container carrier in terms of vessel capacity.
Responsibilities:
- Provide support over 4700 user worldwide and responsible as POC. Conduct training programmers for new users before releasing their license and updates for others on new releases/capabilities before going live.
- Maintain and customize Salesforce.com scopes for standard objects like accounts, contacts, opportunity, Products and custom objects, object relationships etc., to support vital business functions.
- Work with business super users to configure and manage complex user accessibility settings using Territories, Permission sets, Sharing Rule, Queue, Groups etc. to ensure system security.
- Decides and defines the Roles and Profiles in CRM for each new user depending on their Business role in the organization.
- Overall fully optimize workflow and increase both comprehensibility and potential of clients to utilize SalesForce .
- Track and perform daily routine necessary activities such as merging duplicates, task assignments, maintaining and upgrading security permissions & more.
- Ensure data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader and Workbench.
- Created Apex triggers and classes, Visualforce pages, and Process builder
- Created and designed as well as implemented the new infrastructure, created the custom objects, fields, field sets, page layouts, record pages, roles, profiles, permission sets, enterprise sharing model and sharing rules, processes, flow and workflow
- Single Sign on with Confidential
- Experience in Deployment by using change set and ANT migration tool

Projects:

Technosoft Global Services [P] Ltd: Chennai, India

Project: IQVIA (IQVIA Global Business Operation)
Product Support Specialist | Salesforce   *Feb 2015 to 2019*

Client: IQVIA - is a Fortune 500 company and the world's largest provider of biopharmaceutical development. Focused primarily on Clinical research, associated laboratory and Analytical services. The division of Quintiles Integrated Healthcare Services is an Outsourcing partner for pharmaceutical companies to support sales and healthcare business services, such as outcome research and marketing.

Unlimited edition with 2000+ Standard licenses, Salesforce here is being Implemented as a Mother system to 10 other applications where the downstream runs. Applications like Box, Orgchart, etc. makes the system more efficient to run the business and fulfilling the client's requirement. Salesforce here mainly focuses on Client's Accounts their related Opportunities and ending with Contract generation.

Responsibilities-
- Manage ongoing support request and administrative needs of users.
- Provide support to over 8500 standard Salesforce users worldwide and act as a lead to the primary contact team for end-user support.
- Conduct training programmers for new users before releasing their license and updates for others on new releases/capabilities before going live.
- Maintain and customize Salesforce.com scopes for standard objects like accounts, contacts, opportunity, Products and custom objects, object relationships etc., to support vital business functions.
- Work with business super users to configure and manage complex user accessibility settings using Territories, Permission sets, Sharing Rule, Queue, Groups, FLS etc. to ensure system security.
- Decides and defines the Roles and Profiles in CRM for each new user depending on their Business role in the organization.
- Overall fully optimize workflow and increase both comprehensibility and potential of clients to utilize SalesForce .
- Created numerous Apex triggers and classes, Visualforce pages, Process builder and a great deal of Declarative development (Lightning Process Builder etc…)

- Created and designed as well as implemented the new infrastructure, created the custom objects, fields, field sets, page layouts, record pages, roles, profiles, permission sets, enterprise sharing model and sharing rules, processes, lots of flow and workflow
- Track and perform daily routine necessary activities such as merging duplicates, task assignments, maintaining and upgrading security permissions, & more.
- Ensure data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader and Workbench.
- Configure Fields, pick lists, record types, page layouts, workflows, approval processes, validation rules, Salesforce for Outlook, Document templates etc.
- Creates Workflow, Triggers and also use Process Builder and Flows to atomize and meet business needs.
- Assist users with reports and dashboards design to track pipeline/stages for management visibility and individual level.
- Manage multiple sandbox environments and schedule and monitor the sandbox refresh.
- Monitor team's adoption rates and respond as needed providing them with training sessions, communication and documentation as needed.
- Analyze current processes and make recommendations for enhancements as an initiative to continual improvement.
- Keep up-to-date on technology trends, developments & best practices to meet constantly ever changing environment in which clients demand could change anytime.
- Implemented and maintain several SFDC packages to meet the business needs.
- Experience in release management ANT migration tool.

EDUCATION

- MBA from Birla Institute of Technology Mesra, Ranchi
- B.Sc. (Maths) from RVS College, Bokaro

ACADEMIC PROJECTS

Title: Launch of Tata Photon+ in Ranchi
Period: Dec'10-Jan'11
Description: Engaged in the launch of new version Tata Photon+. Involved in market mapping & float advertisement and provided a brief presentation in different institutes.

Title: Consumer Buying Behavior of Branded Shoes in Ranchi
Period: Aug'10-Nov'10
Description: Studied the pattern of buying behavior of customers involving different factors affecting the purchasing decision of the customer for branded shoes.

IT SKILLS

- CRM   :   Salesforce
- Salesforce Technology: Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force Pages & Controllers, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in.
- Languages :   SQL, Apex
- Data Base : MS-Access 2000/2007

CERTIFICATION

- **Salesforce Certified Administrator, Salesforce Certified Platform Developer I**
- ITIL Foundation, DOEACC "O" Level.

Achievement

1. "**Extraordinary Commitment and Service Award- 2015**" by Technosoft.

PERSONAL DETAILS

Address: 1A Maruthi Elena GM Avenue, Perungudi, Chennai.
Languages Known: English & Hindi