

SANDIP

Salesforce Specialist



CONTACT

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EDUCATION

Bachelor of Engineering
In **ELECTRICAL** from
RTM Nagpur University in
Aug- 2016 with **62.90%**

SKILLS

Workflow
Workbench
Data Loader
Security model
SOQL Query
Apex Triggers
Salesforce Lightning
CPQ

CERTIFICATIONS



CAREER OBJECTIVE

Enthusiastic Salesforce Engineer having 4.5 yrs. of Experience, 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.

EXPERIENCE

SALESFORCE ENGINEER

Salesforce. India, Hyderabad, Telangana / JUL 2022 – JUL 2023.

SALESFORCE ADMINISTRATOR & DEVELOPER

IT-Networks Infosystems Pvt Ltd, Nagpur, Maharashtra / JAN 2019 – JUN 2022.

- Hands on experience on Salesforce Administration, custom Application Development.
- Experience in salesforce **Sales** and **Service Cloud**.
- Experience in **Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Rollup–summary field, Salesforce CPQ, Quote and order management** etc.
- Expertise at administrative tasks such as User management, creating **Profiles, Roles, Permission Sets, Sharing Rules, Workflow, Approval Processes**.
- Used data migration tools such as **Data Loader, Salesforce Import** and **Export Wizard**, and **Mass delete**.
- Sound Knowledge of Collections, **DML**, Apex Triggers, **SOQL** Query, Data Retrieval and Salesforce **Flow**.
- Involved in Understanding functional specifications and developing creative solutions to meet business requirement.
- Cooperating & communicating with other team members for efficient management works
- Participation in project meeting and discussions with managers.

PROJECT OVERVIEW

PROJECT NAME – Inventory Management project

ROLE – Salesforce Administrator & developer.

Implemented Visualforce Pages, Apex Components, Controllers, Triggers and working with Force.com IDE. Used Force.com IDE for developing, customizing, testing, and deploying Force.com Application.

Created profiles and implemented Field level and Object level security to maintain crucial information on the profile.

Created Validation rules and Assignment rules as per business requirement. Created Workflow Rules and defined related tasks, Time Triggered Tasks, Field Updates, Email Alerts to execute business logic. Created custom Dashboards and Reports.

PROJECT NAME – Real Estate Project

ROLE – Salesforce Administrator

Worked on various custom objects and fields created as per the project requirement. Worked on Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization. Customized several Formula fields, Relationships, Validation Rules, Picklist, Workflow Rules, Approval process Created several Custom objects.

PROJECT NAME – Salesforce project

ROLE – Technical support engineer

We have to Take ownership of customer reported issues and see problems through to resolution. We take cases through omni channel then research, diagnose, troubleshoot, and identify solutions to resolve customer issues then provide related knowledge articles to customer. Follow standard procedures for proper escalation of unresolved issues. Provide prompt and accurate feedback to customers and ensure proper closure of all cases.

There is primary responsibility is to manage and maintain the day-to-day operations of the Salesforce instance. Here are some of the key duties are User Management, Data Management, Configuring and customizing Salesforce, Reports, Dashboards, OWD, Permission Set, Approval Process.

Extensive Knowledge about Terms Configure, Price and Quote, Product Rules Product Configuration, Product Feature, Options, Option Constraint, Contracted Pricing, Block Pricing, Configurable Attributes, Quote Templates, Quote Terms, Lookup Data Objects, Experience on Implementing Guided Selling, Work order Management, Contract and Amendment etc.

Worked on Product Price Automation using Price Rules for Dynamic Pricing in Conjunction with the Price Waterfall Based on Modern Standard for the Better Lighting Experience. Good Understanding of Pricing Waterfall and Discount Strategies.