

# Curriculum Vitae

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## RACHIT SHRIVASTAVA

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### PROFESSIONAL

### SUMMARY

. I am seeking employment with a company where I can use my talent and skills to grow and expand the company at the same time learn new things which widens up my scope of knowledge.

- 4.3 years of total experience in Information Technology (IT) industry. with relevant experience of 2.4 years in Salesforce.
- Experienced in , Apex Development and Administrator.
- Experience in creating Salesforce.com Apex Triggers on customized objects, writing Apex Classes, Apex Controllers, Test Classes, and Lightning Components.
- Hands on experience in writing Apex classes, Batch classes, Test Classes, Translations , Knowledge Base , Case Management, Case Routing.
- Experience of working majorly in Service Cloud.
- Also worked on different tools like Toad for Oracle ,Toad for SQL Putty. Also worked on incident and change management tool – HP Service Manager

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### Work history summary

Apr 2016-04-  
Current

#### Project Details

- **Project Name- Nielsen**
- **Role and contribution- Salesforce Developer**
- Apex Triggers, Apex Classes,Batch Classes, Development of Lightning Components, Apex Controllers,Approval Process, Entitlement Process, Workflow , validation rules, Assignment Rules,Email to Case ,Escalaion rules ,Auto Response Rules,Knowledge Artiles etc .
- Involved in translations for internal and external users.
- Created Reports and Dashboards for Management and Tracking .

- Working with various process automation activities with Workflow Rules, Process Builder and Approval Processes

#### **Project Name- TD Bank**

#### **Role and contribution- Salesforce Administrator**

- Experience in Salesforce.com Administrative tasks like creating Profiles, PermissionSets, Roles, Users, Record Types.
- Experience in creating Lookup & Master Details Relationship fields, Picklists • Search Layouts and Page Layouts to meet the client's requirement and functionality.
- Creating the custom objects as per the need.

#### **Project Name - Union Bank of California**

#### **Role and contribution- Support Executive**

- Involved in providing support and technical assistance of 80 plus Application .
- Worked on Unix and Oracle Database .
- Worked as Sharepoint Administrator

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## CERTIFICATIONS

### **Salesforce Platform Developer I**

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## EDUCATION SUMMARY

- **PG-DAC** - I have completed my Post Graduation diploma from Sunbeam Pune. .
- **BACHELOR OF ENGINEERING** I have completed BE in Electronics and communication under RGPV University With 64%
  
- **HSC & SSC** I have completed my 12th from St. Joseph convent Sagar with 63% I have completed 10th from St. Joseph convent Sagar with 72%.

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## PERSONAL DETAIL

- Name: Rachit Shrivastava
- Date of Birth: 21<sup>st</sup> July 1992
- Gender: Male
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