



# ABHISHEK SHUKLA

## LEAD SALESFORCE CONSULTANT

### CONTACT

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<https://trailblazer.me/id/ashukla28>

### SKILLS

Salesforce 5X Certified , Double Ranger , 9 Superbadges,Sales Cloud ,Service Cloud and Experience Cloud

Salesforce Configuration and Customisation using Security, Data Modeling and Deployment ,Reports and Dashboards, Flow Automation , Apex Trigger and Classes, LWC , REST/SOAP API Integration

- Data Modeling
- Salesforce Administration
- Apex Programming
- Visualforce Development
- Salesforce Configuration
- Salesforce Integration
- Salesforce Security
- Salesforce Development with LWC
- Salesforce Migration
- Salesforce Lightning
- Salesforce AppExchange
- Salesforce Automation
- Salesforce Reporting
- Salesforce Analytics
- Salesforce Support
- Salesforce Customization
- Salesforce Certification
- Salesforce Data Management

### PROFILE

I have 8 Years 4 months overall experience . *Salesforce Consultant with experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment, and Maintenance. Expert in creating Business Requirement Documents, Functional Specification Documents (FSD), Use Case Diagrams, Sequence Diagrams, and Activity Diagrams. Expertise in maintaining the Functional areas of Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards, and Reports. Smart work and always ready to take challenges with my Go Getter makes goal achievable. I like to play in both team and Individual.*

### WORK EXPERIENCE

#### Lead Salesforce Consulatnt

Webkul Software Pvt Ltd

2019- Present

- Gathering Client Requirements
- Providing the solutions to the clients with Installing the manage package in their Salesforce Org.
- Providing proper permission to Salesforce Object and Custom Object , Fields , Tab , Page Layout and Record Type
- Creating permission sets
- Automation by Process Builder and Flows
- Creating Reports and Dashboards in order to track the records sync
- Debugging the issue while creating records at salesforce
- Taking proper customization and implementing it to their org Via Salesforce UI
- : Consulting customers with Salesforce Solutions and Limits
- Setting up field Mapping in order to sync data to relevant record of an object.
- Defining Matching criteria to avoid duplicates
- Providing Lightning Web Component for Customise view and tabular representation of data
- Vusualforce Page for Lightning Application created

#### Salesforce Senior Admin

PI-Softek Pvt Limited

2017-2019

- Ensuring optimal performance of Salesforce systems and products.
- Upgrading and configuring Salesforce systems for optimized integration.
- Managing Salesforce roles, profiles, sharing rules, workflows, and groups.
- Importing sales department leads, contacts, and other data.
- Maintaining the sales cloud, as well as building custom reports and dashboards.
- Performing database maintenance tasks, including diagnostic tests and duplicate entry cleansing.
- Evaluating and installing new Salesforce releases, as well as providing training and support.
- Documenting processes, including error reports and changes to field history tables.
- Preparing reports for sales and other department.

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## Salesforce Success Agent Tier -1

HCL TECHNOLOGIES PVT Ltd.

2016-2017

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### LANGUAGES

ENGLISH  
HINDI

- Success Agent-Tier 1
- Success Agent providing the solutions to the Salesforce CRM email and desktop plugins.
- Helping the customer to Install Desktop plugins as Salesforce for Outlook and Lightning for Outlook etc and Enabling the features like Mass Email
- Troubleshoot the issue with Email Templates. Email to Salesforce, Gmail to Salesforce , Salesforce Object and Permission , Salesforce Workflow Rule, Salesforce Approvals, Salesforce Validation Rules, Salesforce Field creation and Customizing the Page Layout
- Providing Support to the client on call and Email and working on the cases as per CM-101 guidelines.

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### EDUCATION

#### Bachelor of Technology

Raj Kumar Goel Institute of  
Technology

2011-2015

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#### Technical Support Associate Tier2

Convergys India Private Limited

2015-2016

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### SOCIAL MEDIA LINKS



@abyvox

- Customer Support Executive
- Providing the solutions to the installing and upgrading the Microsoft desktop Apps and Operating systems , Microsoft Office Applications and windows Update
- Troubleshooting the issues with using windows Applications and Microsoft Applications. Helping the existing customer with upgrading their old Microsoft Apps and new customer with installing the best product to maintain their system performances..
- Troubleshooting the issue related no internet , Printer related issue, System Frozen or black or blue screen of death
- Resolving the customer queries on inbound call working with remotely on their computer system and daily follow up on the case progress by sending outbound emails.



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