Deepshikkha Shekhar

Profile

4X Salesforce Certified Consultant
(Completed over 90+ Trail badges and 5 Super Badges in Trailhead)

SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED
Administrator	Platform App Builder	Service Cloud Consultant	Community Cloud Consultant
Cred. Id –21586427	Cred. Id –21644084	Cred. Id –21749134	Cred. Id –21819238

- 4 years of hands-on experience in **SAP** R/3 retail industry for one of the biggest retail chains in India (Reliance Retail, Mumbai).
- Development and support in **Mx Generation 2000** introduced by Murex for Reliance Treasury Department, RIL, Mumbai.

Salesforce Skill Set

- Full knowledge on Salesforce automation process **Workflows**, **Process builder** and **Visual Flows**.
- Confident in configuring and setting up **Sales Cycle**, **Case cycle** and **Live Agent** based on business requirement.
- Strong practical expertise in Entitlement & **Milestones** and **Case Management.**
- Fair understanding on **Agile ways of working** and development.
- Proficiency in setting up **Knowledge Base Articles, Lightning Bolt Solution, Omni Channel (Skill / queue based)** for better case resolution.
- Good proficiency in creating **Picklists, Formula fields, Validation rules, Lightning Custom Objects**, **Custom fields, Page layouts, Custom Tabs, Reports and Dashboards, Master-detail relationships** and **Lookup relationships**.
- Managing data through import and export using **Data Loader, MuleSoft Data loader .IO, Import Wizard**.
- Created **App Page**, **Home Page**, **Record Pages** using **Lightning App builder.**
- Proficiency in **Apex**, **Lightning AURA**, **SOQL**

Education

2000 - 2002
- **Masters in Computer Management (MCM)**
  Full time 2 years course from Pune University, India

1997 - 2000
- **Bachelor of Arts in Economics (BA)**
Full time 3 years degree course with honors from M.S. University, India

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Göteborg, Sweden

Swedish Citizenship

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LANGUAGES

English ● ● ● ● ●
Swedish ● ● ○ ○ ○
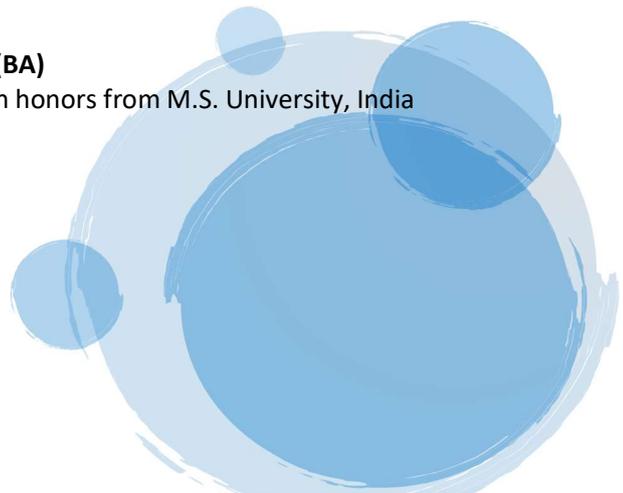
Work Experience

2017–2020
- **Göteborgsregionens Internationella Skola AB (ISGR), Göteborg**

Worked as **Assistant(Kindergarten)**, Resource Educator & Substitute Teacher
for Primary Years Program.

2006–2008
- **Reliance Info Solution Private Limited, Mumbai, India**

Worked as a **Developer** for Reliance Treasury Department, Mumbai and Reliance Retail, Bangalore and Hyderabad offices.

Worked as a developer on implementation and support for *Mx Generation 2000*
introduced by Murex for Reliance Treasury Department, RIL, Mumbai.
Experience in SAP R/3 environment and SAP IS-Retail, for support and maintenance
Reliance Retail team at Bangalore and Hyderabad for creation and processing of sales
orders, delivery orders for DC and promotions for retail stores by brand delivery team.

2003–2005
- **Smart InfoSolution Pvt. Ltd., Mumbai, India**

Worked as a **Lead Executive**. Preparation of daily MIS reports and transaction reports
through the user account management system.
Involved in the launch, promotion, and sale of broadband services.

2002–2003
- **Methodex Computer Technology Limited, India**

Worked as a **computer faculty** to teach Microsoft applications and HTML

Skills

Salesforce : Apex*,Visualforce*, Lightning AURA*, SOQL *
OS : Unix , Windows
Programming Languages: HTML, CSS,OOPs Concepts
Database Languages: Oracle 9i
* Basic Proficiency

References
Available upon request.