PANKAJ KATHAR

SALESFORCE ADMINISTRATOR & CONSULTANT
(5.5 YRS)

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PROFESSIONAL SUMMARY

- Having latest 5.5 years dedicated experience with Salesforce out of total 16 yrs. of CRM IT experience. I have advance Salesforce administration skills including Sales, Service and Experience cloud techno functional knowledge.
- In addition, I have managed project managers, scrum masters, and functional roles. I have worked with clients in the US and the UK, connecting with them to comprehend the needs, requirements, and obstacles of the project.
- Effectively handle discovery and requirements gathering workshops and preparing the product backlog and user stories.
- Experience of preparing and reviewing Salesforce test scripts and was responsible for QA, SIT, Regression and Smoke Testing
- Handled deployment and migration using changeset, VS code editor. Having knowledge of Salesforce DevOps Center, AutoRABIT and Copado.
- Handled Salesforce data management part using Dataloader tool and OwnBackup tool
- Extensively worked on business process automation using lightning flows, workflows, process builders and approval processes.
- Expert in handling Salesforce org security, OWD, role-hierarchy, sharing settings, profile, permission sets and user management
- Experience in customizing Salesforce standard and custom applications, objects, fields, page layouts, record pages using lightning app builder.
- Having good experience in handling sandboxes and Salesforce org strategy.
- Extensively worked on Reports and Dashboards
- Supported Salesforce application in SLAs and also have troubleshooting experience.
- Provided Salesforce administration training and conducted Salesforce interviews within the organization.
- Having good understanding of Salesforce Apex, Integration and LWC components and can troubleshoot issues related to it
- My background also includes significant experience with Oracle Siebel CRM and secondary roles in Siebel Analytics, Informatica ETL, and MS SQL Server and Oracle Database administration.

SKILLS

Salesforce Administration	Salesforce Scrum Master	Lightning Flows	Salesforce Functional Consultant

Salesforce Project Manager

TOOLS & TECHNOLOGIES

Jira, Confluence, Azure DevOps, Salesforce Agile Accelerator, Smartsheet, Slack, Lucid Chart, Quip, Changeset, VS Code Editor, Salesforce DevOps Center, Dataloader, Salesforce CLI

CERTIFICATIONS

Salesforce Certified - Administrator, Sales Cloud, Service Cloud, Experience Cloud, Associates, App Builder | PMP® | CSM® | ITIL 2011 Foundation|

EXPERIENCE

Role: Senior Salesforce Administrator & BA | Jade Global

OCT'2023 – APR'2024
- Worked primarily on Salesforce requirement gathering and running the discovery workshops.
- Prepare product backlog, user stories on the Jira Scrum Board
- Responsible for grooming the user stories in the team
- Responsible for handling configuration user stories along with that played scrum master role
- Conducted interviews and Salesforce administration training in the team

- Handled project plan, sandbox and org strategy
- Formulated Agile way of working framework and set up Jira and structure
- Responsible for handling configuration user stories based on the bandwidth
- Handle migration and deployment of each release
- Mentor junior team members in the team and coach them

Role: Salesforce Project Lead & Scrum Master | Salesforce India Pvt. Ltd.

DEC'2022 – JUL'2023

- Worked as a hands-on project manager and scrum master in the team.
- Responsible for PMO activities such as SOW creation, contract renewal, resource management, project budget and utilization management
- Status reporting to the management and worked as a scrum master in the team
- Responsible for preparing functional requirement document and involved in discovery workshops
- Involved in estimation and breaking down requirements in user stories
- Lead the offshore team and making sure they update Jira tickets properly and also help them solve their issues or technical doubts
- Responsible for preparing the training material after each release
- Responsible for migration and managing go-live deployment plan
- Handled Sales and Service cloud configuration.
- Implemented web to case, case escalation rules, case assignment rules
- Configured Lead Management related out of box features such as lead assignment rules, customize lead conversion mappings and automate email triggers.
- Responsible for preparing Sandboxes for new developer and their KT plan

Role: Salesforce Technical Lead and Scrum Master | InspireXT

SEP'2022 – NOV'2022

- Worked as a Salesforce project manager and scrum master on the project and responsible for all the job duties of these roles.
- Managing resource allocation, utilization and project budget in Salesforce Asana application.
- Handled third party vendor team members and managed their deliverables such as requirement documents, their backlog creation and test scripts review
- Responsible for preparing and executing KT and new member onboarding plan
- Setup project management agile way of working framework in the team

Role: Salesforce Team Lead | Mindtree Limited

DEC'2020 – JUN'2022

- Worked as a Salesforce project manager and scrum master on the project and responsible for all the job duties of these roles.
- Managing resource allocation, utilization and project budget. Managed skill matrix in the practice and managed the up-skilling training program for the associated and worked with the team until they get certified on ServiceMax.
- Actively involved in the Salesforce interview process and responsible for first technical and managerial round. Worked in SAFe framework as a scrum master with one of the customers.
- Involved in project hands on task related to user management, configuration and customization, business process automation using workflows, process builder and flows.
- Use Dataloader extensively to load Salesforce Sales standard and custom object relationship data. Tried using OwnBackup solution
- Responsible for Sprint demo and preparing UAT test scripts.
- Automating business process using workflows and process builder. Also prepare reports and dashboard.
- Involved in Train the trainer

Role: Senior Salesforce Consultant | Gauri Limited

AUG'2019 – DEC'2020

- Worked as a Salesforce consultant and administrator. Participated in client requirement gathering workshop and worked along with architect, developer and QA team member.
- Also, responsible for unit testing the unmanaged product developed for customer which was related to Customer 360. The customer 360 product developed for customer was called GC360, it was related to integrating SAP and

- Salesforce system and showing account related SAP transactional data in Salesforce using Aura component, metadata object and REST API callouts.
- Also conducted Salesforce Administration training in the organization for all the employees including senior managements which were from SAP background.
- Involve in the interview process and conducted CDAC fresher candidate's interviews
- Working with India Head in Salesforce practice building initiatives and completed number of certifications which help organization to get Ridge status

Project Lead | LTI

SEP'2011 – MAR'2019
Self-learnt Salesforce and in Feb 2018 got transferred to Salesforce department internally in LTI so from Sep'2011 until Feb'2018, worked as a Siebel CRM Administrator on various projects. Handled first Salesforce project as scrum master and project manager in LTI and also responsible for data load and administration tasks on the project.

IT Consultant | Fujitsu Consulting India Pvt. Ltd.

AUG'2010 – APR'2011
Handled 2nd line Salesforce CRM application Support. Monitored DAC load and Siebel production application.

Technology Analyst | Infosys

FEB'2010 – JUN'2010
Setup Siebel CRM Application on-premise and provided admin support.

Technical Analyst - CRM | Cognizant Technology India Pvt. Ltd

OCT'2006 – FEB'2010
Greenfield implementation of Siebel CRM, Analytics, Informative, MS SQL server as a backend. Setup DAC for dataload. Regular Siebel Administration tasks. Also, worked on Siebel upgrade from 7.8.2 to 8.1.1.7 version.

PERSONAL INFORMATION

Full Name	: Pankaj Vasant Kathar
Gender	: Male
Qualification	: BE (2006 Pass-out)
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