AVIRAL KHARE

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SALESFORCE ADMINISTRATOR
SALESFORCE CERTIFIED
6 YEARS IT EXPERIENCE, WITH 4 YEARS IN SALESFORCE

PROFILE

❖ Over 6 years of experience in IT with around 4 years of experience in Salesforce.com, involving configuration, customization and supporting Sales cloud & Service cloud applications.

❖ Good working experience and focused Salesforce administrator with a wide range of experience in analysis, administration, configuration, implementation, and support activities.

❖ Worked on various Salesforce standard objects like Lead, Accounts, Contacts, Opportunities, Campaigns, Products, Cases, Reports and Dashboards.

❖ Experience in Salesforce configurations including Security Roles, Profiles, Permission sets, Users, Page Layouts, Email Services, Validation Rules, Tasks and actions etc.

❖ Experience in developing process enhancements through automations including Flows, Process Builders, Workflow, Approval Processes, Assignment Rules and Escalation Rules.

❖ Extensive experienced in analyzing and generating custom reports, dashboards and analytical snapshot for management and various business unit personnel to provide detail information on key performance indicators.

❖ Participated in BRD walk-through calls and functioned as a part of cross-functional team that addresses strategic business issues involving CRM and Sales/Marketing operations.

❖ Proficient in understanding of CRM business processes – Lead, Opportunity, Account, Contact, Campaign and Case Management.

❖ Worked on data migration in SFDC using Data Loader.

❖ Experience in Migrating Metadata from Sandbox to Production environment using Change Sets.

❖ Experienced in Post-Implementation with Application support, Change Management.

❖ Committed to excellence, self-motivator, quick-learner, team-player, and a prudent Administrator with strong problem-solving, analytical skills and communication skills.

SKILLS SUMMARY

CRM Applications	❑ SalesForce.com: Sales Cloud, Service Cloud
SalesForce.com Modules	Sales Cloud: Salesforce automation including Leads, Web to Lead, Accounts, Contacts, Opportunities, Products Service Cloud: Cases, Web to Case, Email to Case, Knowledge base, Solutions, Ideas
Configuration Skills	• SFDC Standard Object Configuration (Lightning Platform): Leads, Accounts, Contacts, Opportunities, Campaigns, Products, Case. • Custom Object development, Field creation, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts, task creation • Automated process using Process Builder and Flows • Formula Fields and Cross Object Formula Fields • Overall User Management • Reports, Dashboards, Formula Fields • Web to Lead, Web to Case

	• Overall Security and Sharing Model • Email Templates
Data Migration Skills & Tools	Data Analysis, Data Cleansing, Data Migration, SalesForce.com Data Loader
Training & User Adoption	Training Manual Creation

EDUCATION

Bachelor of Engineering in Computer Science | RGPV University – India

PROFESSIONAL EXPERIENCE

BYJU'S   **2021 - Present**
Role: Salesforce Administrator

BYJU'S is a global ed-tech company, providing highly adaptive, engaging, and effective learning solutions to students around the world. A 2021 Time 100 Most Influential Company, BYJU'S is headquartered in India, with operations in more than 21 countries globally.

The Salesforce is implemented to consolidate sales management for all the regions. Salesforce applications were developed to provide customized solutions to the Sales team to keep track of their customers, their contact information and their opportunities in Pipeline.

Responsibilities:
- Worked with the user group for requirement gathering throughout the planning & implementation.
- Worked with various salesforce.com Standard objects like Leads, Opportunity, Accounts, Contacts, Cases, Campaigns, Reports, and Dashboards.
- Administered, configured, maintained Salesforce.com application users, profiles, roles and assigning Permissions.
- Customized Page layouts for Standard/Custom objects and assigned Record Types.
- Created Data Validation rules and Formulas as per business requirement.
- Defined Lookup and master-detail relationships on the objects to establish connectivity among objects.
- Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
- Developed process enhancements using Process builders, Assignment Rules on Account and Opportunity
- Created and used email templates.
- Responsible for all the activities related to Data Loader, uploading data from CSV files into salesforce.com, checking for the correctness of the data.
- Managed ongoing support requests and administrative needs of users.
- Experience in working with Agile Software Development methodology. Participated in Sprint Grooming sessions, Daily Standups, and Sprint Demos.

Environment: Saleforce.com platform, Lightning, Apex Language, VisualForce Pages, Component Controllers, Pages, Data Loader, App exchange, Apex Triggers, REST, JSON web services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Customer Portals, Eclipse IDE Plug-in, ANT Tool.

Teleperformance	2018 – 2021
Role: Salesforce Administrator	

Teleperformance is worldwide leader in outsourced omnichannel customer experience management.

Responsibilities:

- Provided support to Salesforce users worldwide and acted as the as primary point of contact for end-user support.
- Supported users and helped team members in account management, opportunity management, contact management, Case management.
- Created Users, Roles, Profiles and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
- Developed various Custom Objects, Tabs.
- Implement picklists, lookups, master detail relationships, validation and formula fields to the custom objects.
- Designed and deployed dynamic workflows, validation rules, Approval Processes and Process Builders for automated business logic.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Implemented Email to Case, Web to Case and developed Assignment Rules to assign and notify the cases to users or queues.
- Worked on data cleansing and data transfer in Salesforce using Dataloader and Workbench.
- Responsible for resolving high priority Production and UAT tickets.

   Environment: Saleforce.com platform, Lightning, Apex Language, VisualForce Pages, Component Controllers, Pages, Data Loader, App exchange, Apex Triggers, REST, JSON web services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Customer Portals, Eclipse IDE Plug-in, ANT Tool.

Eagle TK Infotech	2015 – 2017
Role: QA Analyst	

Responsibilities:

- Identified test cases based on the requirements, participated in implementation of Test Cases, and Test Script according to the Business Requirements, System Requirements.
- Actively communicated with the end users and business users to create realistic test cases.
- Experienced in writing test cases and RTM (Requirement traceability Matrix) and involved in preparing test plan documents.
- Involved in review meetings and weekly status meetings.
- Involved in functional, regression testing and GUI testing.
- Involved in bug reporting using QC.
- Extensively performed functional testing and end to end Testing.
- Ensure that all functional requirements are tested.
- Managed and executed test cases and logged defects in defect reporting tool using test director.
- Provide test summary documentation and analyze test results, identifying trends and/or root causes of problems.

   Environment: JavaScript, Java, Oracle, Maven, IE, Firefox, Chrome, Windows, Jira, UNIX.