



# Alok Gupta

Software Engineer

Motivated Software Developer with 4+ years of experience delivering secure and reliable applications. Working on Salesforce CRM modules ( Service cloud , Experience cloud , sales cloud , Marketing Cloud ). Knowledge of having tools (Data export , Data import , Informatica , Workbench), Experience in (Flow, process builder , workflow , apex , visualforce page)

## Work Experience

### Software Analyst, Salesforce, Hyderabad

September 2022 - Present

- Experience in service cloud Digital Engagement products (Live chat , Omni channel , Messaging in app & web).
- Helping customer to set up Messaging channel ( SMS , text , Facebook , Whatsapp)
- Helping customer to set up Einstein bots (Standard bot , Enhanced bot)
- Resolving issue of customer related live chat , Omni channel, Email to case.
- Helping customers in their implementation of digital engagement products.
- Working on flows (Omni channel flows), visual force pages.
- Working on Experience sites , communities.
- Helping customer to set up skill based routing , queue based routing .
- Providing guidance related troubleshooting & implementation related Messaging in app & web channel.
- Helping customer to understand & implementation related Enhanced & Standard Messaging channel.

### Software Analyst, IBM, Bengaluru

October 2021 - September 2022

Worked for ABB Company Project ( formerly ASEA Brown Boveri, is a Swedish-Swiss multinational corporation headquartered in Zürich, Switzerland, operating mainly in robotics, power, heavy electrical equipment, and automation technology areas.)

- Provided excellent customer service and technical support for software applications.
- Assisted in the training of end users on software applications and provided troubleshooting assistance.
- Utilized various tools (Data loader , data export) solutions.
- Analyzed and identified gaps in software processes and developed solutions to improve the system's performance.

### Software Analyst, IQVIA, Bangalore

July 2019 - September 2021

Work on Advance Health Media(Sales Cloud) Project.

## Personal Info

7412843951

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Jaipur, 322230, India

Nationality

Indian

Date of birth

29-05-1995

## Links

[Linkedin](#)

[Medium](#)

## Salesforce Certification

Salesforce Admin



Salesforce Advance Admin



Salesforce Platform App Builder



Salesforce Associate



Salesforce Service cloud consultant



Salesforce Sales cloud consultant



Salesforce Business

Analyst



## Languages

English



Hindi



AHM project used to, where they wanted to capture and Track the records of their patients in a cloud-based application and meanwhile they wanted to make their business functions in Automated process and communicate with their clients.

Worked on OCE Sales Cloud Proejct

OCE used to, where they wanted to capture and Track the records of their Patient, all ongoing pharma activities projects in a cloud-based application and meanwhile they wanted to make their business functions in Automated process and communicate with their business users.

- Working on User Configuration- like creating new user,
- Activate and deactivating users, assigning permission set to users.
- Working on Reports & Dash boards and creating Custom Report Type.
- Managing different type of batch Jobs across the org.
- Lead assignment rule , case assignment rule , lead auto response rules , case auto response rules
- Writing SQL queries • Working on Fixing on Apex classes , Trigger.
- Create new classes , triggers.
- Modify existing triggers and check issues , resolve issue.

## Education

### **Btech, jecrc (A)**

January 2014 - July 2018

### **Secondary Education, Nirmal Happy Senior secondary school (A)**

February 2011 - May 2013

### **Primary Education, Adarsh Vidya Mandir Hindaun city Jaipur (A)**

January 2000 - January 2011

## Hobbies

Exploring & reading about new technology (Crypto , Salesforce , AL)