

ANIMESH PRASAD

CERTIFIED SALESFORCE ADMINISTRATOR

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Salesforce Administration expert with extensive experience in management, administration, sales, and human resources seeking a dedicated position with reputed Company to gain a dynamic and challenging role in the area of engineering that will offer be the best opportunity for further development of abilities, skills and knowledge in an established firm with long term career growth possibilities.

Summary:-

- Having around 6.5 Years of experience in IT industry.
- 6.5 Years of experience and sound experience in Salesforce CRM.
- Experience in Customization and Configuration of Salesforce CRM.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Created the Validation Rules, Approval Process, workflows, Process Builder, Visual Workflow.
- Designed various Web Pages in Visual Force for functional needs within Salesforce .
- Experience working with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox environments..
- Worked on the designing of custom objects, custom fields, page layouts, custom Tabs, design of Visual Force Pages and various other components as per the client and application requirements.
- Excellent team player, self-motivated, quick learner with good communication skills.



Skills

- ◆ Languages :- Apex Classes, Visualforce Pages, Force.com., Service Cloud and sales cloud
- ◆ Web Technologies :- HTML, CSS, Lightning Framework.
- ◆ Data Migration :- Data loader, Ant migration, Import Wizard.
- ◆ Business Automations :- Workflow, Flow, Process Builder, Validation Rules, Formula fields.
- ◆ Sharing :- Sharing settings(OWD), Roles and Profiles, Queues, Public Groups.
- ◆ Analytics :- Reports and Dashboard in Classic and Lightning.
- ◆ Ant migration

- ◆ Page layouts settings
- ◆ Client handling
- ◆ Data Migration
- ◆ HTML
- ◆ Migration Tools Knowledge (Data loader,workbench)
- ◆ Page layout
- ◆ Sales cloud and Service Cloud
- ◆ Validation Rules
- ◆ Visual Workflow, Process builder

Work History

◆ **Feb 2021 Technical Support Lead (Salesforce Practice)**

- **Current** *Persistent Systems Limited, Pune, Maharashtra*

Project : IDFC First Bank

- Worked in Agile Workflow
- Performed Solutions for the Issues Raised by the Sales user in their Loan applications for the customers across all the Journeys.
- Worked as L -2 Support for SFDC.
- Managed high volume of tickets and provided solutions for those tickets in stipulated time.
- Also established benchmarks for my team by my performance as i worked as developer to perform RCA in Support environment

◆ **Aug 2020 Salesforce Administrator**

- **Feb** *Accelerize 360, Hyderabad, Telangana*

2021

To work on salesforce Customization , Automation, apps and Issues.

Project: Senior Marketing Advisor

- Worked on lead deduplication
- Implemented Lightning Scheduler
- Worked on Lightning Flows and Process builder
- Worked on Skill based Routing

Project: Strategic Benefit Resources

- Worked on Flows and Process builder to setup app
- Worked on Custom Report types to show 360 degree view.
- Worked on Third Party apps called Zapier and Quickbooks and integrate it from salesforce

- Worked on Nintex Docgen Invoice and Automation.

Project: Elite Insurance Partner:

- Worked on Screen flows to run the Functionality
- Worked on Scheduled and Record Triggered flow to implement the Functionality.

Feb 2020 Salesforce Administrator

**- Aug
2020**

TLC Relationship Management Pvt. Ltd., New Delhi, Delhi

Project (Club Marriott):-

- Set up and controlled user profiles and access levels for each database segment to protect important data.
- Set Up master data in SFDC which will be reflected to App.
- Handled all the business email templates for club marriott.
- Developed workflow rules, Process builders and Visual workflow.
- Worked on development part such as created Apex classes, Visualforce pages, SMS metadata.
- Handled all the reports and dashboards for club Marriott.
- Worked on data syncing process.
- Set up URL hacking in salesforce for report and Dashboards
- Developed tax Invoices for the program using Apex Class and visualforce pages.

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Jul 2019 Salesforce Administrator

**- Dec
2019**

HT Media Ltd., Gurgaon, Haryana

Job Responsibilities:

- Created and implemented database designs and data models.
- Set up and controlled user profiles and access levels for each database segment to protect important data.
- Wrote and maintained technical and functional specifications to document database intentions and requirements.

- Tested programs and databases to identify issues and make necessary modifications.
- Designed and developed Reports and analytical data structures.
- Administered, supported and monitored databases by proactively resolving database issues and maintaining servers.
- Coordinated with Sales team and resolved their technical issues.
- Worked on Triggers, Email templates, Visualforce pages.

Nov 2018 **Salesforce Consultant**

- Mar
2019

Genpact, Noida, Uttar Pradesh

Job Responsibilities:

- Interact with Clients on JIRA
- Resolved the Issues raised by clients on JIRA.
- Handled the salesforce admin responsibilities on 24*7 Shifts.

Projects:

- Worked on OTC(Order to Cash) domain.
- Worked on the salesforce business logics like workflow, process builders, validation rules.
- Worked on JIRAs.
- Handled sandbox environments
- Handles Data related tasks on data loader and workbench.

Jun 2016 **Salesforce Administrator**

- Nov
2018

Navatar Consulting Group Inc., Noida, Uttar Pradesh

- Set Up Custom functionality for rollup Summary fields (Rollup Summary on Lookup relationship) through.
- Visual Workflow For the Clients like OPES Advisor and Global Credit Advisor.
- Set Up Some Complicated Reports and Dashboards for the Client EXL Services.
- Setup a Custom Homepage Lightning Page for the Client Platinum Equity.
- Setup a custom Functionality using Visual Workflow and Process builder to track latest date of the open activity for Brookstone Partners and Livingstone.
- Configuration and administration of Salesforce.com enterprise editions.
- Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
- Conducted training on all salesforce related systems to sales and marketing teams.
- Created training materials based on business requirements.
- Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels.
- Configured page layouts, workflows, document templates, record types, & data fields.

- Implemented & maintained reports and dashboards.
- Created custom objects, fields, and triggers.
- Managed multiple sandbox environments.
- Completed work in timely manner.
- Successfully participated in group projects.



Education

Apr 2008 **10th: Science, Maths, English**

- Mar 2009 *DAV Public School Koyla Nagar - Dhanbad, Jharkhand*
Percentage: 85.7%

Apr 2010 **12th: Science**

- Mar 2011 *DAV Public School Koyla Nagar - Dhanbad, Jharkhand*
Percentage: 81%

Aug 2011 **Bachelor of Technology: Mechanical Engineering**

- Jun 2015 *Suresh Gyan Vihar University - Jaipur Rajasthan*
CGPA: 7.55



Accomplishments

- Won 3 R&R Awards in Persistent System
- Promoted as a Technical Support lead in Persistent systems
- Won First Prize in Salesforce BU for Singing
- Certification for the Vocational Training in Steel Authority Of India Limited.
- Won 2 Awards for the best Performance in the Quarter in Persistent Systems Limited.
- Won Salesforce Family Got Talent Award in Persistent Systems Limited For Solo Singing Category.



Certifications

Jun 2016 Salesforce Certification from Almamate Infotech Private Limited.

Jun 2016 Certification of Dev 401 and Dev 450

Aug 2015 SAP Certification

Mar 2021 Salesforce Admin Certification

Mar 2021 Flosum Certified Professional

Sep 2022 Certified Platform App Builder



Additional Information



- Achievements:- , Worked as an Event Organizer in the Navatar Group. Worked as a Team Representative. Organized Team Party and handled the budgets. Won the Award and Appreciation Certificate for Working as an Event Organizer for 1 year.



Singing, Playing Instruments



I always like singing

- Won medals in Schools and college days.