

# NAVEEN KUMAR

## SALESFORCE CONSULTANT

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## PROFESSIONAL SUMMARY

I have total 08 +Yrs of experience in IT industry. Since 03+ Yrs working as a Salesforce Consultant at wipro technologies. Dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, designing resource planning strategies, and coaching individuals to success. Skilled in building cross-functional teams like SAP ERP Modules and Salesforce platform, demonstrating exceptional communication skills, and making critical decisions during challenges. Adaptable and transformation leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals

## EDUCATION

NOV,2011-  
APRIL,2015

### **BITS University- Master of Science**

I have done my Masters (MSc) from BITS University under the program called Wipro Academic Software Excellence (WASE) and It is 4 Yrs distance program.

JUNE,2009-  
APRIL,2011

### **Bachelor of Sciences**

Osmania University

## SKILLS

- Data Modeling
- Data Security Management
- User Management
- Automation Process
- Apex, Batch Apex
- Triggers
- Deployment Process
- Lightning Componenets

# WORK EXPERIENCE

## **Wipro, Nov-2017 to Aug,2020 - Salesforce Consultant**

I have Started my career at Wipro technologies and currently working as Salesforce Consultant. So far, I have worked for Multiple projects in various domains like Utilities, Health care and Manufacturing accounts. Having good knowledge in Service now tool and Adaptable and transformation leader with an ability to work independently and developing opportunities that further establish organizational goals.

### Responsibilities:

- Implement security model in SFDC using Profile, Sharing Rules, Org-Wide default sharing, Role Hierarchy, Permission Sets and Apex Sharing.
- Excelled in working with various Standard objects - Accounts, Contacts, Opportunity, Cases, Leads, Reports and Dashboards.
- Designed and deployed dynamic workflows, Validation rules, Approval Processes for automating business logic.
- Used Data Loader for insert, update and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma-separated values (CSV) files.
- Implemented Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.

## **Wipro Technologies,Nov-2011 to Sep-2017- Sap Hana Consultant**

Well, I have Started my career at Wipro technologies as an SAP Basis administrator. Worked in different ERP's and Supported for the National Grid Account (Oil and Gas) Company based out of USA as a System administrator and responsibilities are Application Maintenance and find tuning the application performance. System upgrade and migrations.

### Clients:

National Grid:

Responsibilities: Application Maintenance support for ECC, SRM and BI Systems along with the Remedy Application in Change, Incidents and Problem Management.

Thames Water:

Responsibilities: Os migration in SAP environment for ECC, SRM and CRM systems.

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## CERTIFICATIONS

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- Salesforce Certified Administrator (SP20)
- Salesforce Certified Platform Developer I (SP20)
- SAP Certified Technology Specialist -SAP S/4HANA Conversion and SAP System Upgrade 2019 - SAP Service Cloud
- PRINCE2 Agile® Project Management Certifications - AXELOS Global Best Practice

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## ACCOMPLISHMENTS

- Employee of the Month - Wipro Aperio Oct 2019 I have received this award for Customized different page layouts and assigned them for required profile user as per the organization standards.
- Wall of Excellence - Thames Water Feb 2017 Honor from Customer for Delivering the Project successful within stipulated time. And, achieved the system performance as expected.
- Wall of Fame - Wipro Technologies Mar 2015 This is my first award in the National Grid Project for Continuous Support and Maintaining the system stable for a long time by resolving the issues on time without missing the SLA's.