

Prashant Tomar

Sr. Salesforce Administrator

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Pune-411021.

Objective:

Seeking an opportunity to work as a Salesforce Administrator utilizing knowledge, skills and attitude to transforming businesses through the intelligent use of Salesforce technology. Passionate about transforming any IT infrastructure so that it becomes more efficient, scalable, and cost effective.

Professional Summary:

- Proven experience of Salesforce administration & configuration.
- Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
- Mobilising business change by leveraging a Salesforce platform to enable fit-for-purpose scalable business solutions to meet the company's needs.
- Putting together Salesforce objects, fields, workflows, validation rules and profiles and all other functionalities.
- Experience in deploying and customising Salesforce.com.
- Good understanding of Sales and Service processes.
- Developing Salesforce platforms to meet ever-changing needs.
- Flexible attitude and able to carry out a wide range of duties.
- Configured page layouts, workflows, document templates, record types, & data fields.
- Knowledge of common project management methodologies.
- Created and updated users, reports and dashboards to track pipeline/stages for

management visibility.

- Performed user & administration training sessions for clients to utilize Salesforce and respective programs.

Professional Experience:

Sr. Salesforce Administrator, Cognizant Technology Solutions, Pune.

07th August'18-Present

Job

Responsibilities:

- Configuration and Customization of Salesforce.com for enterprise wide implementation for over millions of users worldwide.
- Managing Users, Data and Security.
- Manages Security, Users, Roles, Profiles, Groups, Queues, Sharing rules and other Setup options.
- Maintaining and Customizing Sales cloud and Service cloud applications.
- Developing and rolling out company's instance of Salesforce to over Millions of global users
- Design Advanced reports, Dashboards and Business process automation.
- Leverage the Advanced administration capabilities of Salesforce.
- Responsible for ongoing system functionality, maintenance, accessibility and updates
- Resolves and Troubleshoot technical issues through debugging, research and investigation.
- Oversight of Data Management and alignment to business processes.
- Map, Migrate and Integrate data into Salesforce as needed.
- Data Validation / reconciliation regularly, audit and validate data for

completeness and accuracy.

- Provide remote training through creating training materials and running training sessions
- Self-directed learning, problem solving, and researching of system issues
- Spend up to 60% of the time resolving end-user issues and assisting with training
- Keeping abreast of new Salesforce releases every quarter with functionality changes.
- Maintaining clear lines of contact with all colleagues.
- Developing customised solutions to complex IT problems.
- Identifying gaps between the businesses needs and standard application functionality.
- Documenting the business's needs.
- Putting together Salesforce objects, fields, workflows, validation rules and profiles.

Technical Support Engineer, Wipro Technologies,

Pune. 16th January'17 - 21st July'18

Job

Responsibilities:

- Hands on experience on Active Directory Administration, creating shared drives and shared mailboxes.
- Knowledge of BMC Remedy Incident Management Console.
- Providing insights for better operation management and resource management and Exchange management console.
- MS Office applications troubleshooting and Installation.

Educational

credentials:

B.Tech (Information Technology)2016
Bharati Vidyapeeth University, Pune,
MH.

Intermediate, 2009 Translam Academy
International, Meerut, UP.
Matriculation, 2007
CJCHS, Baraut, UP.

Certifications:

1. ADM - 201 (Administration Essentials for New Admins) 2.
ADM - 211 (Administration Essentials for Experienced Admins)
3. Lightning App Builder

Technical Skills: Languages : HTML, CSS, JavaScript, Web Development
Technologies, MY SQL, Apex, Visualforce. Salesforce Tools : Process Builders, Approval
processes, Workflows, Data Loader, Import Wizard, Lightning app builder, Debug logs,
Audit Trails and many more.

Date: 25th
March'20