



# RONIT CHATTERJEE

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## GET IN CONTACT

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## PERSONAL DETAILS

- Current Location Pune
  - Date of Birth Aug 30, 1992
  - Gender Male
  - Marital Status Married
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## SKILLS

- Salesforce CRM
  - Cpq
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## TECHNICAL SKILLS

- SALESFORCE CRM
  - Salesforce Administration
  - Data Migration
  - Lightning
  - Salesforce Objects
  - Sales And Service Cloud
  - Salesforce Security
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## LANGUAGES KNOWN

- English
- Hindi

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## EDUCATION HISTORY

### Graduation

Course	B.Com( Commerce )
College	Manav Bharti University
Year of Passing	2013

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## WORK EXPERIENCE

Apr 2018 to Present

### Salesforce Administrator at Cognizant

- Hands on experience in Salesforce Lightning UI in below areas:
- Creation of Workflow rule, Process Builder, Approval process.
- Created reports and dashboards.
- Org Wide Sharing setting, Setting up sharing rules.
- Good knowledge about setting up Formula validation Rule.
- Designed, set up, and maintained Salesforce standard objects, custom objects, and junction objects.
- Configured page layouts, create Fields & field level security and create record types.
- Supported clients in resolving issues related with the Salesforce automation.
- Assisted in channelizing the best use of Profile permission, setting up roles to secure data.
- Troubleshooting issues which clients faces while using Salesforce Platform.
- Updated databases to handle customer data using Dataloader Tool.
- Adhered to set schedules to test databases for flaws and reduce downtime.
- Provided BI solution framework for business intelligence projects.

Jul 2016 to Apr 2018

### Sr Process Executive at Infosys

- Worked under Operational Team for BT IPEX (Global platform providing any to-any communications over a single converged infrastructure for voice, video and data communications).
- Roles and responsibilities was to resolve the technical issue which customer faces while moving from one network to another network by trouble shooting with the help of various applications and software (ENUM, Core Routing engine).
- Resolve customer complaints and concerns with strong verbal and negotiation skills.
- Proficient in handling escalated calls and providing level 1 and level 2 Technical Support to end-users.