Mukul Sharma

Salesforce Administrator
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Synopsis: Around 1.9 year of experience in Salesforce.com CRM Platform. Seasoned Salesforce Administrator with a sound record of client satisfaction. Looking forward to taking my career to next level by joining your organization.

Experience

Company: Practo (July 2020 – Present)

- Implementation and maintenance of Salesforce customizations including configuration, custom fields and objects, layouts, workflows process builder and validation rules.
- Assist with front-line support for 350 Salesforce.com users, including responsibility for user support / training.
- Troubleshoot and facilitate issue resolution by suggesting techno-functional workarounds.
- Work closely with business leadership to respond to, and proactively identify, challenges that can be solved with system and/or process improvements.
- Collaborates with CRM system developers to maintain, create, and update user roles, security, profiles, workflow rules, etc.
- Acting as the liaison between various internal groups, executing day-to-day configuration, support, maintenance, and improvement of CRM platform
- Develop, run, update and export salesforce.com reports, analytics and dashboards to support and monitor daily activity and key performance measures.
- Good Level of understanding on Salesforce.com CRM and its Development Life Cycle
- Requirement gathering from stakeholders from multiple domains viz Sales, Client Services, Finance and Technology

Company: Cvent (March 2018 – May 2019)

- Establish and implement best practice procedures for system maintenance and optimization, configuration development, testing, data integrity, backups, etc.
- Support internal users by understanding and solving business problems within Salesforce.
- Present data in visually attractive reports and dashboards that make complex topics easy to understand.
- Understands industry best practices in functional business areas (sales operations for example) in order to leverage business processes, driving improvements in workflow and applications.
- Perform data cleanliness activities such as reviewing and correcting both recurring and ad hoc data audits.
- Executing data cleanup measures, including removing duplicates and quality check on newly crafted accounts/contacts/leads in CRM systems using Demand Tools and Data Loader
- Identifying trends of issues, problems, and requests that may be symptoms of broader opportunities for improvements in processes, tools, or training.

Technology Stack &certifications

Functional	• Good understanding of Salesforce.com Sales Process • Expertise in Salesforce.com configuration and Force.com customization • Experienced in setting up and configuring Profiles, Roles, Permission sets and Sharing rules	
Technical	Packages/Products	Salesforce.com CRM Application, Apex Data Loader
	Languages	Apex Programming
	Database Queries	Salesforce – SOQL & SOSL
	Tools Used	Workbench, ANT, Developer Console

Education Details:

Galgotia's College of Engg. & Technology   **(2013 – 2017)**

Bachelor's Degree in Computer Science

Project

Cvent Sales Cloud Internal Project

- Created Workflow Rules, Email handler services, Approval Process and Process Builder to automate Business process.

- Created new User Accounts and assigned Profiles as per their role in role hierarchy. Defined Org wide default to restrict access from users.
- Used SOQL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

- Involved in the deployment document preparation and performed deployment to another sandbox using ANT tool and Change sets.

- Participating in the bug review meetings, updating requirement documents as per business user feedback and change in functionality of the application.