

**Sameer Pandey**

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**Work Authorization**- H1B

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**5X CERTIFIED ADMINISTRATOR/SALESFORCE BUSINESS ANALYST/CONSULTANT**

**Summary:**

* 9 years of overall experience in IT industry.
* Strong Knowledge of **SFDC standard Data structures** and familiarity with **designing Functional requirements with Custom Objects and Force.com platform.**
* Experience in development, administration, configuration, Implementation and support of sales force CRM, and Salesforce applications.
* Extensive experience using Salesforce Administration (SFA), **Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules.**
* Strong working experience with various salesforce.com standard objects like **Accounts, Contacts, Opportunities, Cases, Leads.**
* Good knowledge on **Custom Settings, Workflows, Validation Rules, Approval Process, Lightning Flows-Flow Builder, Change Sets.**
* Hands on experience in querying salesforce.com database using **SOQL** queries using Force.com
* Strong Implementation and Integration experience using **Custom objects, Triggers, Process builder, Visual Flow, workflow rules.**
* Proficient in using meta-data migration tools like **dataloader.io and Salesforce Apex Data Loader**.
* Extensively involved in **business** and functional requirement gathering, **business** analysis, scope definition, functional design.
* Having extensive exposure to **Agile Software** Development Life Cycle.
* Work experience on **Salesforce CPQ** and its functionalities-Product, Quote, Product Bundle, Product Options, Product Feature, Product Constraints, Option Constraints, Price Rules, List Price etc.
* Ability to **multi-task**, **work under tight deadlines** and **work with minimal supervision**.
* **Organizational Setup**: company settings, fiscal year, business hours, currency management, default settings, UI settings, search settings, list views, homepage layouts
* **User Setup**: set up and/or maintain a user, assign licenses, reset passwords, and resolve locked user accounts, activating, deactivating, or freezing a user.
* **Data Security and Access**: passwords, IP restrictions, identity confirmation, network settings. Profile level sharing (OWD, Profile, Sharing Rules), Manual Sharing, Role Hierarchy, Team Sharing, Public Groups, Profiles Assignment, Permission Sets & Permission Sets group. Folder-based organization and security on templates, dashboards, and reports
* **Process Automation**: Approval Process, Workflow Rules, Process Builder, Visual Flows, **Lightning Flows**, Process Flows etc.

Worked on **workflow-flow migration** so well verged with lightning flow concepts and customizations.

* **Standard and Custom Objects:** Understanding of Standard object architecture and relationship database model.
* Understand the implications of deleting fields. Can customize fields and page layouts on standard and custom objects as well as create record types, and business processes for custom and standard objects.
* Knowledge in Salesforce Shield security tool on critical objects to include Platform Encryption, Event Monitoring and Field Audit Trail.
* Working experience with **Field Service Lightning (FSL)-** Work Orders, Service Appointments, Service Resources, Territories, etc) Configure Service Rules and Objectives in support of Field Service business processes.
* **Health Cloud-** Configurational knowledge about Salesforce Health Cloud.
* **Sales, Marketing, Applications & Chatter**: Sales process, sales productivity features using opportunity tools and knows when products and Price Books should be used. Lead automation tools and campaign management. Implement Formula Fields, Roll-Up Summary Fields & create Validation Rules
* **Service Application:** Understanding of Implementation Strategies, Industry Knowledge - contact center metrics, KPIs, and business challenges, Service Cloud Solution Design - use cases and benefits for implementing CTI, Communities, and Field Service Lightning, Knowledge Management, Interaction Channels, Case Management, Contact Center Analytics - contact center technologies (ACD, IVR, PBX, etc.), Integration and Data Management, Service Console. Case management - case processes, case settings, and case comments. Automate case management - case assignment, auto-response, escalation, web-to-case, email-to-case, case teams. Live Agent. Setup Salesforce Knowledge. Chatter feed, groups, following, security.
* **Analytics | Reports and Dashboards:** Creating & customize a Report - report type, report format, fields, summarizing data, filtering data, charting, scheduling, and conditional highlighting. Impact of sharing model on reports. Create and modify Dashboards - dashboard components, data sources, chart types, subscribing, and running user
* **Data Management**: importing, updating, transferring, and mass deleting data, data quality, field mapping, record IDs, external IDs, duplicate records, managing data via Data Loader. Data validation tools. Backup data. Knowledge of Relational Database
* **Desktop and Mobile Administration:** Complete understanding of Salesforce Mobile App, installation, and synchronization options of Salesforce Lightning for Outlook
* Understanding of AppExchange applications and can build new Salesforce solutions leveraging standard configuration (via declarative tools) in Service Cloud & Sales Cloud. Able to gather requirements, develop, test and document functionality. Assist by making change recommendations, technology research and assessments to identify Salesforce solutions for best strategic.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** |  SOQL, Workflow & Approvals, Formulas, Validation Rules, Email Templates, Roles & Profiles, Apex Data Loader. Dashboards, Reports, SFA, Force.com IDE, APEX, Visual |
| **Salesforce Tools**  | Custom labels/tabs/objects, security controls, AppExchange, account& contact management, Data loading.Force.com Eclipse IDE Plug-in, Force.com Migration Tool, Force.com Data Loader, Lightning, Workbench, Force.com Platform (Sandbox and Production).Flows |
| **Languages** | Apex, Visualforce and SQL |
| **Operating Systems** | Windows 10/IOS  |
| **Documentation tools** | MS Office |

**CERTIFICATIONS**

Salesforce Certified Administrator.

Salesforce Certified Platform Developer (PD1).

Salesforce Certified Advanced Administrator.

Salesforce Certified Sales Cloud Consultant.

Salesforce Certified Associate.

**Professional Experience**

**VYTS Inc. Client- Ryerson (Chicago- Illinois)**

Jan 2022-Till Date

Salesforce Admin/BA

**Clouds/Applications worked on**- Sales Cloud, Service Cloud, Marketo, Salesforce Maps, Field Service Lightning

Responsibilities:

* Working as SDFC Administrator/BA – for Developing, and executes the day-to-day configuration, reporting, training, support, maintenance and overall improvement of the platform.
-Provided sales operations support to the head of a national Sales team creating forecasting and sales analytics reports, deal tracking, salesforce.com pipeline management and incentive programs.
* Sales Operation/reporting -Participate in sales team meetings and operational reviews, leading discussions
* Training -Training new and existing team members on the Sales processes and salesforce, internal company systems, new support pricing, structure and implementation to internal sales teams and Channel partners.
* Worked on **Workflow-Flow migration** so well verged with lightning flow concepts and customizations.
* Working extensively in Field Service Lightning (FSL).
* Involved in the Business Development and Functional Consulting for Projects requiring implementations of Salesforce CRM, and CPQ across industries and domains.

Supporting the sales team and Pipeline Management and Reporting using CRM tool.

* Work collaboratively with SBU, Sales Manager, Pre- Sales, Delivery and Solutions team to complete.

Proposal/SOWs and getting reviewed by all the concerned stakeholders.

* Gathering Functional Requirements and designing User Stories and planning test plans and executing complex test scenarios for Sprints to refine and groom the scope of various business processes and deliverables of the project leveraging Agile project methodologies.
* Created process flow diagrams using Lucid Chart.
* Creation of Localization test plan, test cases at higher level, testing optimization strategy
* Responsible for creating and maintaining various project artifacts across the life cycle of the project.
* Implemented **Field Service Lightning (FSL)** for the different Multi markets across US**-** Work Orders, Service Appointments, Service Resources, Territories, etc) Configure Service Rules and Objectives in support of Field Service business processes.
* Worked on **Shield Platform Encryption** for masking the confidential fields as per the customer requirements.
* Implemented Salesforce Shield Event Monitoring and Transaction Security Policies on various objects.
* Sales Operation/reporting -Participate in sales team meetings and operational reviews, leading discussions.
* Design and Development - Salesforce Lightning and configuring Lightning UI, Workflow, Flows and Process Builder. Customizing Sales module and entities of leads, account, contact and opportunities according to the business process. Customizing Data model of Salesforce.com CRM using workflows, validation rules, and approval processes and designing of custom objects, custom fields, Picklist, Page layouts, Workflows, custom Tabs, reports, Dashboards, and Email generation according to application requirements

**AL EXPERIENCE**

**McGraw Hill**

Dec 2018-Nov 2021

Salesforce Functional Consultant/ Lead

Clouds/Applications worked on- Sales Cloud, Service Cloud, Showpad, LinkedIn Sales Navigator, Marketo.

**Responsibilities:**

* Involved in gathering the business requirements according to client, conducting analysis, accordingly, developing a data model, customizing and preparing detailed technical design document.
* Implemented enhancements on various **salesforce.com** standard objects like **Accounts, Contacts, Leads, Opportunities and workflows, approval processes, Reports and Dashboards.**
* Designed and developed various **Custom Objects, Tabs, and Formula Fields, Rollup summary fields, validation rules, dependent pick lists, complex page layouts** and **Visual Force Pages** to meet the need of application.
* To aggregate data on parent record from child records implemented **Many-to-Many relationships** and created Junction objects to implement **Roll-up Summary fields**.
* For different profiles managed visibility of fields using field level security along with creating page layouts to hide critical information on the profile users.
* Enabled **Chatter** for the Organization to effectively communicate with the users in the Organization.
* Assisted the development team in creating company profile, set up **new user profiles, define roles, permission levels** in **Sales Cloud** for sales representatives and marketers.
* Implemented Chatter, Chatter desktop, created **public and private groups**.
* Good experience in working with **Salesforce.com Service Cloud** to expand the software for emails, mobile and social applications.
* Worked on **Salesforce1 mobile app**.
* Worked on customization of visual force to have **lightning experience** for desktop and **mobile applications.**
* Migrated consistently to **Lightning** from Classic in order the sales reps find Just-In-Time information about customers and prospects and close the deals faster.
* Experience with **Sales Cloud** and familiar with business process concepts like lead prospecting, reporting, etc.
* Involved in the Business Development and Functional Consulting for Projects requiring implementations of Salesforce CRM, and CPQ across industries and domains.

Supporting the sales team and Pipeline Management and Reporting using CRM tool.

* Work experience on **Salesforce CPQ** and its functionalities-Product, Quote, Product Bundle, Product Options, Product Feature, Product Constraints, Option Constraints, Price Rules, List Price, Discounts, Renewals, Subscriptions, Guided Selling, Quote Line etc.
* Work collaboratively with SBU, Sales Manager, Pre- Sales, Delivery and Solutions team to complete.

Proposal/SOWs and getting reviewed by all the concerned stakeholders.

* Gathering Functional Requirements and designing User Stories and planning test plans and executing

complex test scenarios for Sprints to refine and groom the scope of various business processes and deliverables of the project leveraging Agile project methodologies.

* Creation of Localization test plan, test cases at higher level, testing optimization strategy
* Responsible for creating and maintaining various project artifacts across the life cycle of the project.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using **Data Loader and Workbench.**
* Maintained Task, Defect lists and coordinates with different teams to ensure development related bugs are closed in timely fashion.
* Provided the training and technical documentation to the internal business users to use the application and develop their own custom reports.
* Used **sandbox** for testing and deployed the code instance after testing.
* Requirement gathering liaising with different stakeholders.
* Creating user stories in JIRA and Confluence.
* Created Test Scripts and distributed those among the team of sales operations managers that were based across the globe.
* Leaded the functional testing across one of the projects and post sign off from the end users (business users), helping the deployment team to move the changes to production.

**Accenture Client- Google**

Mar,2017- Nov, 2018

Salesforce Engineer

**Responsibilities:**

* Designed, setup and maintained Salesforce standard, custom objects and junction objects while also structuring user roles, security profiles, workflow rules and process builders.
* Handled projects individually as salesforce lead consultant and coordinated with the onsite team which handled clients on the clients’ side.
* Facilitated cross-functional teams to develop enhancements for salesforce.com.
* Daily activities included works on urgent/hot cases with management.
* Communicates with R&D team and product team regarding the issues/Bugs and resolving custom development issues based on the priority level.
* Delivering the knowledge and I was mentor for new hire.
* Working as subject matter expert in lightning.
* Conducted tool training and lightning training for team member.

**Wipro Client- Talk Talk**

Aug, 2014- Nov,2016

Salesforce Administrator

**Responsibilities:**

* Data migration from external systems to sales force using Data Loader. Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Created different Workflow rules and Approvals for various campaign processes.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components to suit to the needs of the application
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Extensively worked on customizing Geo pointe App to the organization needs.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Participated in the training sessions provided by the Salesforce team and support end users
* Knowledge on creating Visualforce Dashboards, sharing rules.
* Used change sets for deployment.

**Ienergizer Client- EA Games**

Oct, 2013-Mar,2014

System Administrator

**Responsibilities:**

* Worked as a Salesforce Support Executive and handled queries related to Salesforce
* The task was to assign the cases to the team using EPABX.
* Was awarded the consultant of the month for 2 consecutive months.
* Knowledge of advanced desktop/ laptop configurations to handle the queries.

**Education:**

Bachelor of Technology in Computer Science and Engineering from Maharshi Dayanand University, India (September 2013)

**Visa Status-** H1B valid till September, 2024

**PERSONAL DOSSIER**