

Himanshu Sharma

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Near Padav Crossing

Gwalior (M.P.)

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OBJECTIVE

In Quest of a challenging position in an eminent organization that offers me generous opportunity to explore and outshine while accomplishing organizational skills.

CAREER HISTORY

- Desktop Support Engineer (DL 1)
VAYAM INFO SOLUTIONS (Gurgaon)
January 2016 to August 2017
- Senior Officer
Wipro Limited (Pune)
March 2018 to March'19
- Senior Associate
Wipro Limited (Pune)
July 2019 to Current

SKILLS & TECHNICAL KNOWLEDEGE

- Knowledge on Core Java.
- Salesforce end to end project implementation using customization, Apex etc.
- Salesforce Configuration, Workflow rules, Process Builder, Reports and Dashboards.
- Configuration of Profile, Roles, Object model, formulas, validation rules, and permission sets etc.
- Triggers, Visualforce Pages, Apex Controllers and Apex classes.

RECENT PROJECTS & TRAINING UNDERTAKEN

STUDENT LOGIN REGISTRATION PAGE

I here have worked as JAVA developer in this project. In this application we have provided details of the student registered for the projects they want to pursue training on.

COMMUNICATION BILLING SYSTEM

I have worked on a salesforce project that is for a telecom company. In this application we provide recruiter to provide customer information, plan details and billing information that includes number of calls made, number if messages sent and amount of internet used.

I have worked as a salesforce developer and was from the starting of the project from January 2017 to July 2017. Was part of the custom objects and data loading. The main aim of the project is to calculate the customer's bill based on their usage and rental plan.

RESPONSEBILITIES

- Working on salesforce Sales Console where the request is received in form of cases for new network configuration for Platinum clients.
- Worked on SAP tools like MAXIM, SIEBEL, WAS, ONDB and MICA.
- EMPTOR, FLEXCAB, MICA and XD FAST resolve queries.
- Troubleshooting for work orders for all Telecom products like Broadband, PSTN and Prepaid /Post-paid Mobile services.
- Changing the platform of the customer's services from SIEBEL to LEGACY.
- Worked on the Service Now tool to provide updates of the ticket.
- Configuration of MS-outlook 2010 & 2013 on Exchange server.
- Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows and Mac OS based end points (Laptops Desktops & Thin Clients) Tablets & Smartphones (IOS & Android) and Microsoft Office.
- Maintained confidentiality and discretion when working with pass worded or sensitive materials.
- Helping Clients submit the BID on E-procurement portals before time.
- Maintain the Checklist on MS-Excel for Tickets.

HOBBIES

- Playing sports like cricket, football & badminton.
- Going on long ride with friends.

CO- CURRICULAR ACTIVITES

- Participated twice in techno-quiz in year 2012 & 2013 and once awarded as winner team at GEC Gwalior.
- Participated in Poster presentation & ROBO expo at GEC Gwalior.
- Took part in Project presentation in E-Tech fest'13 and was awarded third place.
- Attended workshop on Graphics Design in ABHIKALPAN'13 at IIITDM Jabalpur.

EDUCATION

B.E. (Electronics and Communications Engineering) from RGPV University in 2014.

PERSONAL INFORMATION

Date of Birth : 9th Jan, 1993
Languages Known : English and Hindi
Gender : Male
Nationality : Indian

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

Date: 12/09/2020

Himanshu Sharma