Graphical user interface, text, application

Description automatically generated

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**Summary of Qualifications**

Certified Salesforce admin with 3 years of experience helping teams solve problems with Salesforce.

Eager to manage and optimize the Salesforce ecosystem at “**Hewlett Packard** **Enterprise**” to discover game-changing insights and drive growth.

**Work Experience**

**Salesforce Administrator**

Hewlett Packard Enterprise, Chennai (Ramanujam IT City)

January 2018 - present

* Maintained the Salesforce platform by monitoring support tickets, user issues, and employee workflows.
* Designed scripts to clean data before migration to the Salesforce cloud ecosystem.
* Created and maintained user profiles, workflows, dashboards on Salesforce and other CRM software.
* Set permissions for users using Object-Level and Field-Level security best practices.
* Implemented solutions to resolve system errors and data issues to avoid downstream effects on marketing or sales teams.
* Trained employees on the Lightning App Builder and Data Management
* Hands on experience in configurations like, custom objects, tabs-apps, record types, validations, Page Layouts, reports, Data management etc.
* Worked in SFDC Administrative tasks like creating Profiles, Roles, Users, Email Alerts, Approvals, Workflows, Custom Settings, Flow Builder, Process Builder, Lightning App Builder, Reports and Dashboards etc...
* Experience in data migration using Data loader - Import records / update / delete / upsert  
    
  Having Skill in APEX / API’s & Integration / Deployment / Triggers in Development

**Education**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course/**  **Degree** | **INSTITUTION** | **UNIVERSITY/**  **BOARD** | **YEAR OF**  **PASSING** | **CGPA/**  **PERCENTAGE** |
| **B.E(ECE)** | Prathyusha  Engineering  College | Anna university.  Chennai | 2017 | 6.67 |
| **HSC** | TN-State Board | Nazareth  Matriculation  Higher Secondary  School | 2013 | 84.16 % |
| **SSLC** | Matriculation | Nazareth  Matriculation  Higher Secondary  School | 2011 | 89.6 % |

**Skills**

* Salesforce platforms: Sales Cloud, Marketing Cloud, and Service Cloud
* Skilled in process automation and system configuration
* Passionate about optimizing office productivity

**Certifications**

* Salesforce Certified Administrator (ADM 201)
* Business Administration Specialist (SUPERBADGE)
* Lightning Experience Reports & Dashboards Specialist (SUPERBADGE)

**Hobbies and Interests**

* Playing Football, Listening Music, Photoshop Editing.
* Passionate to travel anywhere to work.