YUVARAJ S

Phone: 9789423457

SALESFORCE ADMINISTRATOR

Email: yuvarajanbu09@gmail.com

SALESFORCE CERTIFICATIONS

PROFILE SUMMARY

A Salesforce Professional (Administrator & Developer) with around 3 +years months of experience with strong Analysis & Administration skills (Requirement gathering, Configuration, Stakeholder management & Communication). Also has experience in implementation of Sales Cloud & Service Cloud.

ROLES & RESPONSIBILITY SUMMARY

- ✓ SFDC Configurations:
    - – User Interface
    - – Page Layouts
    - – Tabs
    - – Custom objects & fields
    - – Validation Rules
    - – Triggers
    - – Case & Lead assignment rules
    - – Auto response
    - – Data (import & export)
    - – Reports & Dashboards
    - – Workflow
    - – Approval Process
    - – Validation Rules
    - – Sharing Rules
- ✓ Analyzing business requirements and implementing the same in Salesforce custom objects, master-detail relationships and lookup relationships
- ✓ Data Load for SFDC Standard objects and Custom objects
- ✓ Used different data tools – Apex Data Loader, Work Bench etc.
- ✓ Managing Full Sandbox, developer sandbox and Partial Data sandbox
- ✓ Team player with Agile & Scrum methodologies
- ✓ Lightning and Classic of salesforce functionalities
- ✓ Deployment (respective new developments) from developer sandbox to subsequent environments
- ✓ Change Management & Stakeholder Management
- ✓ Communication

SKILLSET

salesforce Skills	salesforce Admin
Tools Skills	Data Loader, Workbench, Force.com Platform (Sandbox, and Production), ChangeSets, Jira
Soft Skills	MS Office, HTML, C, APEX, SQL, OS (Windows & Linux)

EDUCATIONAL QUALIFICATIONS

- ✓ PG Diploma in Green Energy Technology from Pondicherry University.
- ✓ B.Tech in Electronics and Communication Engineering from Manakula Vinayagar Institute of Technology, Pondicherry University.

- ✓ Diploma in Electronics and Communication Engineering from Krishnasamy Memorial polytechnic college, Pondicherry University.

EXPERIENCE SUMMARY:

- ✓ Last serving as a Cloud Analyst CRMIT Solutions from August 2021 to October 2022 .
- ✓ And Consultant at Quess Crop (Magna Info Tech) from Sep 2019 to July 2020.
- ✓ Consultant at Altron Technologies from Jan 2019 to Sep 2019.

PROJECTS:

CUSTOMER: REEF, USA

ROLE: Salesforce Admin and Development

PROJECT SUMMARY

The key business goal of the project is to bring revolution in the Field Service industry by leading the best of field service where Clients and Technicians can collaborate, get a single view of all work orders and be able to submit and complete work orders with ease of single click.

ROLES AND RESPONSIBILITIES

- ✓ Gathering requirements from Application Owners to understand the future road map and upcoming requirements.

- ✓ Configuration of various salesforce.com standard objects using salesforce lightning.

- ✓ Process approval creation, Validation rules, Custom data fields, Work flows, Auto response rules, Email template configurations, Permission sets creation & assignment, Page layout

- ✓ Security updating on different fields and records based on requirements

- ✓ Reports & Dashboards creations (standard & adhoc)

- ✓ Access to JIRA application and Enablement of Partner users in Salesforce

- ✓ Involved in Production deployment and Lead UAT and Dev Sandbox refresh activity

- ✓ Working on Data load activity for huge volume data updating/modification

- ✓ Performing Audit on Salesforce objects and sending detailed report to the Business on a Bi-weekly manner.

CUSTOMER: Carbon(3D), USA

ROLE: Salesforce Admin

PROJECT SUMMARY

Client business is about selling & renting 3D Painting Machine to their customers. Their requirement was about tracking entire Selling & Renting their product accessing the same. This was achieved by implementation of Service Cloud (Entitlement Master as a Custom Object & CPQ) & support them with the Admin related activities.

ROLES AND RESPONSIBILITIES

- ✓ Creating & Configuring existing Process approval creation, Validation rules, custom data fields, Work flows, Auto response rules, Email template configurations, User management (Creation, Activation & Deactivation), Permission sets creation & assignment, Page layout & Development (Triggers, APEX & SOQL)

- ✓ Merging Partner Accounts into Existing workflows

- ✓ Maintaining Price book & product records

- ✓ Reports & Dashboards creations (standard & adhoc)

- ✓ Stakeholder Management & Communication

CUSTOMER: Neuroblastoma Australia

ROLE: Salesforce Admin

PROJECT SUMMARY

Client organization is an NGO which receives funds from various Government bodies. As an NGO they are supposed to keep records to track all the received funds & where exactly the same is being utilized. This tracking was done with the help of third party tools. As a project the requirement was about Service Cloud implementation (as a replacement of third party tools) & support them with the Admin related activities.

ROLES AND RESPONSIBILITIES

- ✓ Case configuration (Email to Case & Web to Case)

- ✓ Creating & Configuring existing Process approval creation, Validation rules, custom data fields, Work flows, Auto response rules, Email template configurations, User management (Creation, Activation & Deactivation), Permission sets creation & assignment, Page layout & Development (Triggers, APEX & SOQL)Reports & Dashboards creations (standard & adhoc)

Personal Dossier
Date of Birth: 16 Sep 1991
Father Name: Soupramanien.T
Mother Name: Revathy.S
Pass Port No: L1046479
Address: No.25, Swami Sankardoss Nagar, Airport road, Lawspet, Pondicherry-605008

Declaration

I hereby declare that all statements made in this application are true complete and correct to the best of my knowledge and belief.

Sincerely

(YUVARAJ. S)