



## Contact

### Phone

+971-544935126

### Email

2wnklthelittlestar@gmail.com

### Address

Sharjah, UAE.

## Education

2016

### Computer Science

Bansal Institute of Engineering & Technology

## Skills

- Team Player
- Salesforce Admin
- Salesforce Integration
- SOQL
- Planner
- Thinker

## Personal Details

DOB: 20th November 1995

Languages Known: English, Hindi,  
Urdu

Nationality: Indian

# Twinkal Jaiswal

## Salesforce Admin

Analytical, Highly organized with 6 years of experience of professional, seeking for a challenging career that gives a scope to enhance my knowledge and skills.

## Experience

### 2019 - 2023

Concentric Daksh Services India Pvt. Ltd.

#### Senior Representative

- Configured **Profiles and Administrative** permissions to grant/deny users access to platform features.
- Provided customers with best practice solutions as related to **Salesforce.com(SDFC)** managing the smooth implementation within deadlines.
- Worked on **Administration activities** such as User Management, Roles, and Profiles, Permission Sets, Security settings, Sharing settings, Profile level security, Field level security and Data Accessibility.
- Created and deployed several **Reports & Dashboard** for different user profiles based on the need in the Organization.
- Implemented custom Pick lists, Lookups and Formula Fields.

### 2018-2019

British Telecom Pvt. Ltd.

#### Business Service Support Advisor

- Hands-on experience in creating **Custom Objects, Tabs and Fields, Page Layouts, Reports and Email Templates** based on the profiles as per the client requirements.
- Hands-on experience in **Data Loader and Import**.
- Responsible to work with management and end-users to create and manage **Validation rules** and Lead Management.
- Implemented and Supported Users with Authentication process of **Single Sign-On(SSO)**

### 2017-2018

MSF India Pvt. Ltd.

#### Admin

- **Managing the team target** as well as individual target of team members.
- I **communicate and collaborate** with Managers across multiple disciplines and stakeholders.
- Assessing the **customer feedback**, evaluating areas of improvements.
- Able to **respond and adapt** to the needs of all customers.
- I also provide support for **escalation using my expertise** to diagnose cause of failure.

## Achievements

- Received Manager appreciation for resolving the Customers issues efficiently.
- Star Performer Award within 3 months
- Got awarded by AVP within 5 months