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| **Ramya P** |
| Email: [ramyame395@gmail.com](mailto:ramyame395@gmail.com)  LinkedIn Id: <https://www.linkedin.com/in/ramya-p-b3060616b/>  Trailblazer Profile: <https://trailblazer.me/id/ramyp19>  Phone No: 8197021751 |
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| Trained in Salesforce with 2.5 years of IT experience and degree in Computer Science looking for a position as Salesforce Admin/Developer in order to advance my skills in the industry. |
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| **Technical Summary**     * Good Knowledge on Configuration and Customization of Salesforce Org. * Having Knowledge with various Salesforce standard objects like Accounts, Contacts, Lead, Opportunity and understanding in Sales Cloud. * Hands-on experience in SDFC Administrative tasks like Creating users, roles, profiles, page layouts, process builders, workflow & approval process, flows, validation rules, reports and dashboards. * Good Knowledge in understanding Data Security concepts. * Good Knowledge in Apex Classes and using SOQL to perform DML operations with Governor Limits. * Having Knowledge in deployment change sets and sandbox. * Having Knowledge in Data Loading concepts (Import and Export). * Good Knowledge in Object Oriented Programming like APEX. * Basic understanding in service cloud. * Good Knowledge on Triggers and hands-on experience in Asynchronous apex concepts. * Having knowledge on Lighting Web Components.   **Professional Experience** |
| Role and Responsibilities |
| Instructional Designer  **Tata Consultancy Pvt Limited**  *November 2020–Present* |
| * Creating DAP solutions, including Teachme/ Walkme courses to enable effective training, to allow users to learn the application as they use it. * Transforming Job aids to e learning courses from scratch to yield higher user engagement and full knowledge comprehensive. * Editing the content as per the suggestions for Enhancements. * Providing training to new entrants and peer reviewing project work. * Redeveloping the flash-based courses and transforming into HTML using Adobe Captivate. * Story boarding to develop the courses in Articulate Rise. * Integrating CSS by using bootstrap framework in Moodle LMS. |
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| **Educational Qualification**  Completed B.E in Computer Science and Engineering from R N S Institute of Technology (VTU) with 8.9 CGPA  **Certifications and Achievements**   * Salesforce certified Administrator * Salesforce Associate Certification * Google Cloud certified Associate Cloud Engineer * 57 Badges with Expeditioner Rank in Trailhead * On Spot Award for delivering the quality work on time |
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