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| **Ramya P** |
| Email: ramyame395@gmail.comLinkedIn 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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