

CAREER SUMMARY

Certified Salesforce Administrator and Platform Developer with 5+ years of salesforce CRM and IT experience, good communication and leadership skills and ability to perform well in a fast-paced business environment.

In-depth knowledge of business across domains with specialized skills in designing highly efficient end-to-end CRM solutions. Performance-driven and hard-working with strong technical and functional expertise and a track record of success in leveraging the Salesforce platform to provide organizations with capabilities, functionality, process builder automation, flows and reports. Experience in designing, developing and implementing applications like Sales, Marketing, Partner Portal, and Service and Support modules. Worked on various Salesforce standard objects like Accounts, Contacts, Opportunities, Cases, Leads, Reports and Dashboards. Hands-on experience of creating policies and procedures for customer management. Good proficiency of Reports Dashboard, SOSL, SOQL.

SALESFORCE PROJECTS & LIVE PROJECTS

- Employee 360 Salesforce Project
- Hotel Booking Application Mini Project
- ECI Mini Project
- Discount Coupon Mapping Routine
- Pilot Scheduler Task
- Case Management

SALESFORCE CERTIFICATIONS, BADGES & SUPER BADGES



✓ **Salesforce Certified Administrator**

License ID - 2283881

✓ **Salesforce Certified Platform Developer 1**

License ID - 2301276

✓ **Business Administration Specialist**

✓ **Apex Specialist**

✓ **App Customization Specialist**

✓ **Process Automation Specialist**

✓ **Lightning Web Components Specialist**

✓ **Lightning Experience Reports & Dashboards Specialist**

✓ **Security Specialist**

SALESFORCE EXPERIENCE

Salesforce Consultant | Stratos Studio

JAN 2022 – PRESENT

- Responsible for the set-up, configuration, and maintenance of the company's Salesforce application.
- Responsible for introducing improvement implementations to the existing system.
- Designed and developed custom solutions on the Salesforce platform by utilizing Apex, VisualForce, and initiated data migration and application integration.
- Designed and implemented custom business solutions that are based on cloud-based business applications, specifically on Salesforce platform.
- Proactively took part in documenting business requirements, process flows, specifications, application design, configuration, testing, and deployment.
- Collaborated with clients to lead projects, developed, and delivered any crucial components of Salesforce technology solutions and facilitated business process analysis sessions.

Salesforce CRM and Administrator SpiceJet. Ltd, Gurgaon

JUL 2016 – OCT 2020

- Responsible for overseeing the customer service process on Salesforce CRM Platform.
- Managing Dashboards, Day of operation of flights.
- Responsible for Planning flight path .
- Advising pilots for any condition change and providing flights plan for their respective flight

Important Projects

- Discount Coupon Mapping Routine (DCMR) – Created an app, Object and Fields (Name, Ticket Purchased) then applied criteria of Coupon Code using Workflow Rule and then connected them in Screen Sequence.
- Pilot Scheduler Task (PST)- Created for Airport authority where any Journey is planned but pilot name cannot be changed. Created Flight Status field and text filed, Criteria applied by using Validation Rule.
- Case Management (CM)- This project provides details on how to implement all of the case management features. Follow the planning checklist at the beginning of each setup section to prepare for the implementation of each feature.

Setup Customizing Fields (Created custom case fields to track information specific to your case management process).

Customizing Case Page Layouts. Creating Email Templates (Edit standard templates or build your own distinctive email templates to send to customers who submit cases).

Defined Assignment Rules automatically route cases to the appropriate person or team.

Set up Auto-Response Rules to prepare automated responses to your incoming cases based on any attribute of the case.

Case escalation rules - customizing salesforce to handle the case escalation process.

Captured cases from the website and design a form to post on the website that allows customers to submit cases.

Cont.

Captured cases from customer emails, set up multiple customer support email addresses so that incoming customer emails automatically generate cases. Customized the Case Sharing Model, selected a sharing model that gives users the access they need to existing cases.

- Employee 360: This Project involves total team member 8. Basically this project aims to utilize standard Salesforce CRM functionalities to provide Marketing, Sales and Service solutions and develop custom functionality to take care of Project Resource Allocation and Billing.
- ECI Mini Project: Project done using data loader using Static Resources and Apex Class.

EDUCATION QUALIFICATION

Degree:	Bachelor of Engineering (B.E)
College/Institute:	Rajasthan College of Engineering for Women's, Jaipur
Stream:	Electronics & Communications Engineering
Year of Passing Out:	2016
Marks Scored:	71.2%

PROFESSIONAL SKILLS

- CRM Business processes re-engineering and solution designing
- Requirement gathering and gap analysis
- Exceptional time management
- Strong communication skills
- Good team management and leadership qualities
- Data management and data modeling
- Salesforce Export and Import service (Data Loader, Data Import Wizard)
- Salesforce Admin
- Web technologies: HTML, JavaScript, CSS (Basic)
- Salesforce Lightning Component (LWC)
- Salesforce Programming Language (Apex, Trigger)
- Microsoft Office
 - Excel,
 - Word,
 - PowerPoint.

Awards and Extra-Curricular Activities

- Co-ordinated cultural events of college.
- Participated in various cultural and technical events at college level.
- Participated in group discussion at college level.
- Part of Great place to work at SpiceJet.
- Volunteered for CSR activities for social causes in SpiceJet.
- Fire Drill representative of the floor for SpiceJet.

Strengths:

- Leadership
- Good speaker
- Enthusiastic
- Creative
- Good Learner
- Ability to work in pressured situations.