



PROFESSIONAL SUMMARY:

EXPERIENCED SALESFORCE ADMINISTRATOR WITH 6.2 YEARS OF EXPERTISE IN DRIVING IMPACTFUL IMPROVEMENTS THROUGH CONFIGURATIONS, CUSTOMIZATIONS AND AUTOMATIONS. PROVEN ABILITY TO MANAGE USER ACCOUNTS, CONFIGURE SECURITY SETTINGS, AND OPTIMIZE FOR EFFICIENT OPERATIONS.

CERTIFICATIONS:

- SALESFORCE CERTIFIED ADMINISTRATOR
- SALESFORCE CERTIFIED BUSINESS ANALYST

SKILLS:

- SALES CLOUD, SERVICE CLOUD, LIGHTNING, CLASSIC
- DOCUSIGN, CONGA, COPADO, BITBUCKET, GIT, DEVOPS
- JIRA, AGILE, BUSINESS ANALYSIS, SCRUM, PROJECT MANAGEMENT
- LIGHTNING FLOWS, TRIGGERS, APEX CLASSES, WORKFLOWS, PROCESS BUILDER
- DATA LOADER, SECURITY, OMNI CHANNEL, CASE MANAGEMENT
- GOVERNANCE, HEALTH CHECK, OPTIMIZER, SSO, MFA, APPEXCHANGE

SOFT SKILLS:

- POSSES INTER PERSONAL SKILLS TO COMMUNICATE THE COMPLEX TECHNICAL INFORMATION TO NON-TECHNICAL FOR STAKEHOLDERS IN A CLEAR AND CONCISE MANNER.
- PROVIDE GUIDANCE, AND SUPPORT TO TEAM MEMBERS, ENSURING THE SUCCESSFUL COMPLETION OF TASKS
- LEVERAGE JIRA DAILY TO ORGANIZE, PRIORITIZE AND WORK THROUGH REQUESTS AND ISSUES
- CONDUCT USER TRAINING SESSIONS AND PROVIDE ONGOING SUPPORT TO ENSURE SUCCESSFUL ADOPTION OF SALESFORCE WITHIN THE ORGANIZATION.

EXPERIENCE:

LUMEN | SALESFORCE ADMINISTRATOR

MAY 2024 - PRESENT

- MANAGE AND PRIORITIZE MULTIPLE PROJECTS AND TASKS, ENSURING TIMELY AND EFFECTIVE DELIVERY.
- AUTOMATED BUSINESS PROCESSES USING LIGHTNING FLOW DESIGNER AND PROCESS BUILDER.
- MANAGED USER ACCOUNTS, ROLES, PROFILES, AND PERMISSION SETS FOR 8000+ USERS.
- PERFORMED DATA MIGRATIONS AND DATA QUALITY CHECKS USING DATA LOADER AND WORKBENCH.
- PROVIDED TECHNICAL DOCUMENTATION AND USER SUPPORT TO RESOLVE TICKETS EFFICIENTLY.
- CREATED AND MAINTAINED SALESFORCE DATABASES FOR DATA INTEGRITY AND ACCESSIBILITY.
- COLLABORATE WITH STAKEHOLDERS TO GATHER AND ANALYZE REQUIREMENTS AND RECOMMEND SOLUTIONS TO MEET BUSINESS NEEDS.

WIPRO | SALESFORCE ADMINISTRATOR

JANUARY 2022 - SEPTEMBER 2023

- IMPLEMENTED SCREEN FLOWS AND RECORD-TRIGGERED FLOWS TO STREAMLINE PROCESSES.
- USED CONGA TO GENERATE CONTRACTS, PROPOSALS, QUOTES & CREATED PRE-APPROVED CONTRACT TEMPLATES
- DEPLOYED METADATA CHANGES TO MULTIPLE ENVIRONMENTS USING COPADO
- TRACKED USER STORIES AND COMMIT CODE TO VERSION CONTROLLER USING COPADO
- MANAGED USER CONFIGURATION, INCLUDING CREATING NEW USERS, ACTIVATING/DEACTIVATING, AND ASSIGNING PERMISSION SETS.
- DESIGNED, DEVELOPED, AND DEPLOYED CUSTOM OBJECTS, PAGE LAYOUTS, TABS, AND COMPONENTS TO MEET BUSINESS REQUIREMENTS.
- CREATED PROFILES AND CONFIGURED PERMISSIONS BASED ON ORGANIZATIONAL HIERARCHY.
- DEVELOPED WORKFLOW RULES, VALIDATION RULES, AND CUSTOMIZATIONS USING SALESFORCE DECLARATIVE TOOLS.

IBM | SALESFORCE ADMINISTRATOR

JANUARY 2021 - JANUARY 2022

- IMPROVED USER ADOPTION THROUGH SSO CONFIGURATION AND COMPREHENSIVE TRAINING.
- HANDLED TECHNICAL DOCUMENTATION, DATA MANAGEMENT, AND CHAT SUPPORT USING OMNI CHANNEL.
- DOCUMENTED EVERY TICKET RESOLUTION PROCESS FOR FUTURE REFERENCE.
- IMPLEMENTED VALIDATION RULES, WORKFLOWS, APPROVAL PROCESSES, AND SHARING RULES.
- MANAGED USERS, APPS, AND SECURITY SETTINGS, INCLUDING OBJECT, FIELD, AND RECORD-LEVEL PERMISSIONS.
- HANDLED DATA MIGRATIONS ACROSS SALESFORCE ORGS USING IMPORT/EXPORT WIZARD AND DATA LOADER.
- CREATED DASHBOARDS, REPORTS, AND CUSTOM REPORT TYPES BASED ON CLIENT REQUIREMENTS.

FLAME | SALESFORCE ADMINISTRATOR

SEPTEMBER 2017 - JANUARY 2021

- MANAGED SALESFORCE ROLES, PROFILES, SHARING RULES, WORKFLOWS, AND GROUPS.
- MIGRATED DATA AND MAINTAINED QUALITY USING DATA LOADER, WORKBENCH, AND JITTERBIT.
- COLLABORATED WITH STAKEHOLDERS TO IDENTIFY AND IMPLEMENT PROCESS IMPROVEMENTS.
- RESPONSIBLE FOR SANDBOX MAINTENANCE AND PREPARATION FOR DEVELOPMENT AND TESTING.
- DEVELOPED DATA PIPELINES AND AUTOMATION PROCESSES TO ENSURE DATA ACCURACY.

EDUCATION:

- OSMANIA UNIVERSITY - MBA - GRADE A
- JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY - B.E - GRADE A