Sayali Mhatre
Salesforce Admin

Phone: 601-215-8714| Email: sayali.m@cvemail.com | Location: NJ

Summary

- 4+ years of experience as a Salesforce Administrator in SalesForce.com CRM Platform across multiple industries involving building, customizing, and administering on cloud applications.
- Good experience working in Software Development Life Cycle (SDLC) using various methodologies including Agile, Waterfall, and other client-specific internal methodologies.
- Proficient in customization, configuration, integration, Eclipse IDE, Apex, Visual Force, and integration tools like Apex Data Loader.
- Proficient in Salesforce administrative tasks created profiles, roles, users, page layouts, e-mail services, reports, and dashboards.
- Good knowledge of Salesforce Security features like creating Profiles, Roles, Permission Sets, OWD, Role Hierarchy, Sharing Rules, etc.
- Proficient in Apex Language, Apex Trigger, Apex Class, Test Methods, Web Service, Visual force Pages, Visual force Components Controllers.
- Working knowledge of Salesforce.com tools like Force.com IDE, Force.com Data Loader, and Force.com Platform, and Force.com Explorer.
- Knowledge of Administration, Configuration, Implementation, and Support of Salesforce CRM.
- Proficient in creating Page Layouts, Email services, Approval processes, workflow alerts.
- Have good working knowledge of querying Salesforce.com database using SOQL & SOSL queries.
- Well versed in understanding CRM business processes like Forecasting, Campaign management, Lead Management, Territory Management, Order Management, Account Management, Case Management, pipeline management, and merging management in a multi-tier environment.
- Good knowledge of designing and implementing and customizing Profiles, Tabs, Custom Objects, Reports, Analytic Snapshots, and Dashboards to achieve complex business functionalities.
- Worked on various Salesforce Administrations tasks like Reports, Dashboards, page layouts, Workflow rules, Field Update, Email Templates, Roles, Profiles, Formula fields.
- Good experience with Salesforce out of the box Data model and modeling in Salesforce by creating Custom Objects, Formula Fields, Roll-up Summary Fields, Field dependencies.
- Good Experience in working on different Operating Systems like Windows and Linux.
- Good communication and interpersonal skills, accustomed to working in both large and small team environments.

Education

Master's in Information system
Pace University, NY

Skills

Methodologies:	SDLC, Agile, Waterfall
Salesforce Technologies:	Salesforce CRM, Apex Classes, Controllers, Apex Trigger, SOQL, SOSL, Reports, Apex Data Loader, Workflow & Approvals, Dashboards, Custom Objects, Analytic Snapshots, Custom Tabs, Visual Force pages, Apex Web services
IDE:	Eclipse
Salesforce and Integration Tools:	Force.com IDE, Force.com Data Loader, Force.com Platform, Force.com Explorer
Database:	Oracle, My SQL
Operating System:	Windows, Linux

Certifications

- **Salesforce Admin**
- **Salesforce Platform Developer**

Experience

PNC Financial Services, PA | Aug 2019 - Current
Role: Salesforce Admin
Responsibilities:

- Use Agile methodology throughout the project. Involved in weekly and daily bases release management.
- Implemented the requirements on Salesforce.com platform, Force.com Data Loader, Force.com Explorer, and Force.com IDE Plug-in using Eclipse followed by utilizing different products available in AppExchange as required.
- Designed and developed Apex Classes, Controller Classes, extensions, and Apex Triggers for various functional needs in the application.
- Customized application to extend Salesforce functionality and wrote Apex Classes to provide the functionality to the Visual Force pages.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
- Performed various Data Migration activities like Insert, Update, Upsert, Delete, and Export using Apex Data Loader.
- Involved in data-mapping and migration of data to SalesForce.com Objects and fields.
- Configured Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
- Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on daily basis.
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports, and dashboards.
- Wrote SQL commands and Stored Procedures to retrieve data from MySQL and Oracle databases.
- Developed and configured various Reports for different user profiles based on the need of the organization.
  Environment: Agile, Apex Classes, Apex Triggers, Apex Data Loader, Visual Force pages, Salesforce.com platform, Force.com Data Loader, Force.com Explorer, Force.com IDE, Eclipse, Analytic Snapshots, SOQL, SOSL, Workflow Alerts, Approval, SQL, MySQL, Oracle.

Draxo Infotech, India | Jan 2016 – July 2018
Role: Salesforce Admin
Responsibilities:

- Involved in analysis, development, implementation, testing, and maintenance of the Complete Software Development Life Cycle (SDLC) projects using Waterfall.
- Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports, and Dashboards.
- Used Force.com developer toolkit including Apex Classes, Apex Triggers, and Visual Force pages to develop custom business logic.
- Administrator for different salesforce.com CRM application for sales cloud and service cloud.
- Implemented the requirements on the Force.com platform and Force.com IDE Plug-in using Eclipse.
- Configured various Custom Reports and Report Folders for different user profiles based on the need of the organization.
- Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts, and Field Updates.
- Wrote custom controllers implementing complex code for retrieval from Salesforce to Visual Force pages.
- Created and maintained User Roles, Security, and Profiles that were required for the Salesforce Knowledge implementation.
- Participated in the training sessions provided by the Salesforce team and support end-users.
- Configured and maintained Salesforce.com application user Profiles, Roles, Permissions sets.
- Created new User Accounts and assigned Profiles as per their role in the role hierarchy.
- Managed different users and customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles and groups.
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules, Reports, Dashboards.

  Environment: SDLC, Waterfall, Force.com, Apex Classes, Apex Triggers, Force.com platform, Force.com IDE, Eclipse, Visual Force pages, salesforce.com.