

Salesforce Process Administrator

Analytical Technical Support representative adept at resolving complex processing issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards. Level-headed and calm in situation with well-developed people skills.

AREAS OF EXCELLENCE

- Strong understanding of architectural framework
 - Quality focused.
 - Patient and diligent.
 - Vast technical knowledge.
 - Organized.
 - Proficient troubleshooter.
 - Exceptional telephone etiquette.
 - Communication.
 - Proactive.
 - Key Account Handling
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PROFESSIONAL EXPERIENCE

Cognizant Technology Solutions India Pvt. Ltd.

Sr. Process Executive – Salesforce

Nov 2019 to Present

Process Executive - Salesforce.

Jan 2018 to Oct 2019

- Troubleshoot issues, resolve complex system problems, and develop and manage complex workflow rules, data validation, and object customization.
- Develop and maintains productive working relationships with business partners, customers and IT personnel including Business Analysts.
- Manage external relationship with a focus on client satisfaction, clearly communicating issues and delegating work as necessary.
- Identify relationships And converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationship.
- Works with cross functional teams to assist architect and estimate software solution to maximize use of Salesforce.
- Extensive experience of using declarative features like validation rule, workflows, approval process, sharing rule automation for satisfying complex businesses process automation.
- Inform Client about issue resolution progress.
- Refer difficult issues to upper management while maintaining positive rapport with client.

ACHIVMENTS

- ADM 201.
- ADM 211.
- App Builder.
- Salesforce Trailhead Ranger.

EDUCATION

B.Sc. (CS), Swami Ramanand Teerth Marathwada University (Nanded)

PERSONAL INFORMATION

Permanent Address : Central Ward, Hinganghat, Dist. Wardha, 442301, Maharashtra
Current Address : Flat No.07, Niranjana-Puja Society, Vishal Nagar, Pune - 411027
Gender : Female
Date of Birth : 20/12/1990
Marital Status : Unmarried
Hobbies : Listening Music, Acting, Playing basketball.

DECLARATION

I do hereby confirm that the information furnished above is true to the best of my knowledge and belief.

Place: Pune

Date: 20/02/2020

Madhura Dange
