Madhushri Naidu

Email ID: Madhushri Naidu

Phone no: 9075785286

**CAREER OBJECTIVE**



 To secure a challenging position where I can effectively contribute my skills as a professional employee, possessing competent skills. Carving for learning new industrial trends to achieve personal as well as organizational goals.

  **SYNOPSIS**



* Responsible & Goal Oriented.
* Resourceful , Self motivated & a team Player
* Positive attitude towards work.
* Observant.

 **EDUCATIONAL DETAILS**

* BCCA from Nagpur University with aggregate 61%
* Senior Secondary from Maharashtra board Secured 50%
* High School from Maharashtra board with aggregate of 61%



**PROFESSIONAL EXPERIENCE**



**Company:**      MPHASIS

**Designation:**  Technical Support Engineer

**Experience:**   23 Months



**Project Summary:**

**Charles Schwab –** Charles Schwab is Inventory Management Company in United State. Schwab operates in four main divisions i.e. Investing, Wealth Management, Banking and Trading.

**Project name**                  : Charles Schwab

**Designation                                       :** Technical Support Engineer.

**Role** : Troubleshooting Software’s and Operating system.

**Operating System**                   : Windows 8, 8.1 and Windows 10.

**Team Size**   : 32 people working at 2 different Locations (Pune, Bangalore).

**Cognizant Technology Solutions**



**Salesforce Administrator**

 **Jan 2017 – At Present**

* Work with internal sales users to get the access to Salesforce.com CRM
* Assignments of territory codes to the accounts based on the region
* Configure and maintain their level on data visibility
* Data Management: Inserting, Updating, Deleting and Upserting records using Data Loader tool.
* Responsible to manage adding new users, check system permissions on users to restrict or provide data access, and modify existing accounts.
* Ongoing support requests and administrative needs of users.
* Creating Reports, Dashboards, Dataset, Wave Analytics and Analytic Snapshot.
* Responsible for customizing and developing the setup menu by modifying the page layouts, pick list values and creation of assignment rules.
* Work with business partners to realise the full capabilities of Salesforce.com CRM
* Provide operational support to the Salesforce.com system
* Resolving queries and problems related to Salesforce CRM
* Provide support and help to organization to build Salesforce CRM
* Configuring and maintaining Salesforce.com system
* Contribute to all technical aspects of projects developed
* Perform detailed analysis of business and technical requirements.
* Creating custom object and custom fields as per business logic.
* Developing Workflow, Process Builder, Validation and Approval Process for Business requirement of the customer.
* Basic Knowledge of Triggers, Apex and Lightning Flow.

**Promoted** to Org Admin working directly for client for Premier Plus customers.

Key Responsibilities:

* Creating Knowledge articles on resolved issues
* Provide floor support to team.
* Responsible to provide training to new associates.
* Handling Client requirement.

CERTIFICATIONS:

* ADM 201: Salesforce Administration
* ADM 211: Salesforce Certified Advanced Administrator
* Platform App Builder



ACHIEVEMENTS

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| --- | --- | --- |
| **Communication Skills** | **Leadership****and****Management** | **Cultural Participations** |
| **Elocutions:**Participated in Elocution Competitions held in College.**Quizzes:**Participated in Inter-house English Quiz Competition & stood Second.**Exhibitions:**Participated in School Scientific Exhibitions. | General Secretary Event      Manager) for the college event (2013).Assistant Captain(For theacademicyear2003-04&2004-05) of yellow House of the School. | Winner of Inter Collegiate Dance Competition  Nagpur   Participated in Drama in                college |
| **Teamwork skills** | **Creativity/ Innovation** | **Computer &****Technical literacy** | **Flexibility/Adaptability** |
| PerformedGroup Dance in inter college competition | Many new eventThe Festival of College, Namely Personalize, Renaissance., etc. | Microsoft office. | Travelledto4statesIn India. |

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**PROJECT**



1. Project On Charles Schwab
	* The project involve the research on the “Merger and Acquisition” of Charles Schwab bank of troubleshooting and handling the client development related issues
2. Project On Financial Sector
	* The project involves a study of Consumer Decision making: - The project objective was to review the preference of consumers towards physical gold against other gold investment avenues.

**PERSONAL DETAILS**



* Date of Birth:- 2nd October 1992
* Gender:- Female
* Languages Known :-English, Hindi
* Address:- Baner

I certify that the facts stated in this application are true to the best of my knowledge.

Date : Madhushri Naidu

Place: Pune