

Harpreet Kaur

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Professional Summary

Salesforce certified administrator & platform app builder. I have a Sales force Trailhead Ranger status, 6 super badges and good hands on Salesforce project delivery experience .

I am a very committed and an adaptive engineer with over 6 years of total experience in IT administration, IT support and technical training. I have strong work ethics, with a high degree of professional integrity and honesty.

Certifications and Education

- Salesforce Administrator 201 - March 2020
- Sales force Platform App builder - May 2020
- Earned 106 badges (<https://trailhead.salesforce.com/me/hkaur12>)
- App Customization Specialist Superbadge- March 2020
- Lightning Experience Reports & Dashboards Superbadge - February 2020
- Security Specialist Superbadge - February 2020
- Business administration specialist Superbadge - February 2020
- Process Automation Superbadge - May 2020
- Lightning Experience Specialist- May 2020
- CCNA[2008] (640-802, Cisco Certified Network Associate)
- MCP [2008] (Microsoft certified professional)
- B. Tech (Electronics and Communication)

Professional Skills and Tools

- Salesforce
- Hardware
- Networking
- CCNA
- Tivoli storage manager
- Citrix
- Excel
- Salesforce

Professional Experience

Salesforce Admin

Jan 2020- Current

- Working as a QA/Test Engineer for a Customer Integration project.
- Lead admin for a Learning management system for Mom Relaunch.
- Process automation for HR activities for Mom Relaunch.
- Lead admin for new initiative to build Work.com Apps.

Project Management

Oct 2018 – April 2019

- Delivered project scope and requirements.

- Partnered with business teams to deliver technical solutions.
- Ensured client success through regular communication.
- Created technical documentation on different subjects.

IT Support

May 2013 – May 2014

- Provided desktop and server support at Insurance House, Marietta - GA
- Performed Regular Backup using Tivoli Storage Manager.
- Worked with Track-It tool and provided support on numerous types of issues.
- Troubleshoot, test and prepare the desktops for new users.
- Knowledge of VMware and Citrix.

System Administration

June 2007– May 2009

- Technical Trainer for A+ at HCL Infosystems, Bangalore.
- Technical Trainer for RHCE at HCL Infosystems, Bangalore.
- Windows 2003,2008 System administration

Networking

- Technical Trainer for CCNA & N+ at HCL Infosystems, Bangalore.

Work Authorization

- US permanent resident