SUCHITHRA

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PROFESSIONAL SYNOPSIS

Salesforce Admin Certified and Having 5+ years of Experience in Cognizant Technology Solutions, as a Salesforce Administrator Involved in Salesforce Admin, Salesforce CRM Maintained the team, Ability to learn and adopt quickly and apply. Having Good experience to work independently and with a Team. Ready to join another Organization immediately.

PROFESSIONAL EXPERIENCE

❖ Worked at Cognizant Technology Solutions, Hyderabad, Telangana.

EDUCATIONAL QUALIFICATION

❖ Master of Technology (M Tech) from JNTU College of Engineering at Hyderabad from 2017

TECHNOLOGY SKILLS

❖ **Operating Systems** : Windows XP, Windows 2000 and Windows 2010
❖ **Salesforce Skills**   : Salesforce Admin, Salesforce CRM, Salesforce CPQ, Salesforce Integration,
❖ **Skills**   : Data Analytics, Excel ,Google AdWords, Data research /Quality analysis

PROJECT 1

Organization	:	Cognizant Technology Solutions
Designation	:	Salesforce Administrator
Location	:	Hyderabad, India
Duration	:	Jan 2020 – Mar 2023

PROJECT DESCRIPTION

Which is a million-dollar business serving many customers across the globe is using salesforce Platform to maintain its huge insurance business, they use various standard features of salesforce like lead management, case management and ensure quick solutions to customer as well as well business growth, by using featuring like web to lead web to case they are providing an interactive platform for customers

ROLES & RESPONSIBILITIES

• Created reports, dashboards and processes to continuously monitor data quality and integrity & assisting users with report design and management

• Worked as Salesforce admin support governing user account creation, personal information setup, password reset, user group creation, updating company profile, Network access setup.

• Involved in setting up field level access for each custom object created based on the user's role within the organization.

- Worked with native salesforce Quote to Cash functionality such as opportunities, product Configurations, Product rules, quotes, orders & Contracts, Lead to Cash business processes
- Designed & Mapped CPQ objects to salesforce Custom objects & involved in advanced workflow approval
- Customized page layouts for Opportunity, Contacts & Accounts depending upon user profiles & created permission sets where necessary
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- Maintained user roles, security, profiles, and user permissions wherever necessary.
- Involved in customizing Salesforce custom objects, tabs, fields, page layouts and validation rules as per the business need.
- Created different Workflows, Process builders, Approval process & Flows for different sales requests

PROJECT 2

Organization	:	Cognizant Technology Solutions
Designation	:	Senior Process Executive
Location	:	Hyderabad, India
Duration	:	Aug 2017 – Jan 2020

PRODUCT DESCRIPTION

We are a team of employees who work for product-based companies. We create a platform for clients and product companies using Salesforce CRM. We as a team work on a product and preclear the leads and convert them into opportunities for client. We work on FIS Tickets for Rep's issues in Salesforce.

ROLES & RESPONSIBILITIES

- Supported the team in various ad hoc tasks and activities assigned to the group.
- Contributed towards process improvement ideas on productivity accuracy and turnaround time
- Support junior staff in resolving complex queries and tasks.
- Ensure that planning & executing the project in a timely & Efficient manner & ensure should not miss SLA within timespan
- Providing the regular status updates & sending Elixir on the new updates reiterating the previous updates
- Extracting the data from the cases tool on to spreadsheets and assigning whole data to all the teams Working on FIS Tickets for Rep's issues.

- Preclear leads and convert to opportunities in salesforce.
- Converting leads for sales reps for further discussing and marketing.
- Creating an AdWords page for product and monitoring expiry date, Spends and clicks
- Preparation of reports and dashboards for business purposes and for data analytics.
- Provided relevant client specific statements and information as per the requests received