

# RANJANA .A. PARDESHI

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SALESFORCE  
ADMINISTRATOR



SALESFORCE  
ADVANCED ADMINISTRATOR



SALESFORCE  
PLATFORM APP BUILDER

**Professional Summary:** Strategically-minded Certified Salesforce Administrator expert with 6+ years of diverse experience and capable of working independently and as part of diverse team to customize Salesforce.com environment.

**Career Objective:** A career in software engineering position, which provides opportunities for personal and professional development as well as to contribute to the organization's effectiveness in order to take the company to the top position wherever I work.

## Certifications:

- Salesforce Certified Admin(201)
- Salesforce Certified Advanced Admin(211)
- Salesforce Certified Platform App Builder(411)

## Work experience:










**1) Company:** - Cognizant Technology Solutions Pvt. Ltd. | Oct 2017 – till Date

**Designation / Role:-** Salesforce Administrator and Consultant

Experienced with Configuration, Customization on Salesforce.com SFDC Configurations/Customizations – Custom objects, Custom fields, Page Layouts, Tabs. Extensive experience over creating Validation Rules, Approval Process, Workflows, Process Builder Knowledge in Generating Reports, Dashboards. Used Data tools – Apex Data Loader, Import Wizard. Working on in below areas:

- Creating Objects,Fields
- Creatingworkflows
- Creating approvalprocess
- Creating Record Types, PageLayouts
- Creating profiles, managing userroles
- Creating custom Apps, objects,Tabs.
- Extensive experience on working with Standard + Customobjects.
- Standard + Custom fields, Pick-list, Lookup & Master-detail Relationship, Formula, Text, Currency and all datatypes.
- Page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, custom Tabs,

custom reports, report folders, report extractions to various formats.

- Set up Security – Define Org Wide Defaults, Sharing Rules, Profiles, and Roles.
  - Involved in Data Loading using SFDC Data Loader & experience on CRM Applications like Data Exports & Imports.
  - Also helped end users with creating the Reports and Dashboard as per requirement.
  - Supporting issues with Flow and Process Builder. Creating processes as per requirement.
  - Customized tab worked with various standard objects including Accounts, Contacts, Leads, Campaigns and Cases.
  - Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
  - Created page layouts, search layouts to organize Fields, custom links, related lists, and other Components on a record detail and edit page
  - Created new custom objects, assigned Fields, Dependent Pick-lists, and Record lists, Custom tabs, Components and Custom Apps.
  - Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and Validation Rules.
  - Implemented Field Level Security for sensitive data holder Fields
  - Detail oriented with an analytical bent of mind and possess positive attitude.
  - Proficiency at grasping technical concepts quickly & utilizing it in a productive manner.
  - An effective communicator with strong analytical, interpersonal and problem-solving abilities.
- Skills & Abilities**
-  Self-motivated  Independent  problem-solving  attitude  Punctual  Efficient  Organized  and  Disciplined.

**Role:** Salesforce Administrator Technical Skills: Data loader, Workflow Rule, Process builder, User Administration, Data sharing settings, Maintain and Customize Sales and Service Cloud Applications, Build reports and Dashboards.

**Responsibilities:** • Interaction with clients to gather requirements and implementing the business logic into their Salesforce Org.

- Managing their data upon requests like import, update and delete.
- User and Profile Creation/Maintenance
- Managing Organization-wide sharing settings for accessibility to users on data.
- Opening up access using sharing rules and permission sets.
- Restricting user by creating validation rules on objects.
- Creating Approval Processes to manage records approvals for Sales Process
- Creating Lead/Case Assignment rules
- Setting up automation tools to perform updates in records/sending emails/posting chatter feed updates upon DML operations using Lightning Process builder/Workflow Rules
- Creating/managing Reports and Dashboards for better user experience with their sales and service-based apps.
- Managing Apps for classic and lightning experience.
- Troubleshooting, User Assistance and reconfigurations.
- Consistently providing solutions to issues and structured environment for ease of use.

**2) Company: Yardi Software India Pvt. Ltd. From 16th March 2015 to 10 Sept**

**2017 Designation:** Salesforce System Admin

- Working on user creation, profiles
- Daily conversation with U.S. counterparts through emails to get new updates.
- Ensuring Quality Checks of Data sent out which is done on daily basis.
- Analysis on productivity reports.
- Conducted process training sessions for new joiners.
- Handling responsibilities as a mentor for new joiners.

**3) School Name: First Step School** from June 2012 to

May 2014 **Designation:** Jr.K.G. Class Teacher/office Admin

**4) COMPANY NAME:** Wipro India Pvt Ltd From Jan 2010 to Sept

2011

**DESIGNATION :** Sr.CSE service desk

Experience of 21 Months in Wipro Ltd.

#### **Scholastic Profile: -**

BCOM [Bachelor of Commerce (Pune University)] with 55% in June, 2011.

H.S.C from Board of Higher Secondary Education from D Y Patil College, Pune with 56.00% in June, 2008.

S.S.C from Board of Secondary Education from Samson Memorial Republic High School, Pune with 57.00% in July, 2004.