Tamanna Chhatwani

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About Tamanna

Salesforce Certified Administrator (201), Salesforce Certified Advanced Administrator (211), Salesforce Certified Platform App Builder, Salesforce Certified Platform Developer 1

Quick Learner, Deadline-oriented Salesforce Administrator/business analyst with about 2.3 years of hands on experience in Administrative activities and Business analysis. Understanding and analyzing functional requirements and suggesting best practices. Building complex customization with experience upon implementation in Sales Cloud, Service Cloud.

Intermediate knowledge of Apex class, triggers, LWC and Apex Data Loader.

Managing dashboards, reports, quote templates, page layouts, workflows and approvals

Creating and maintaining custom objects, object relationships, standard and custom fields

Establishing and implementing Salesforc best practices: system maintenance, security, duplicates, backups, etc

Experience working with Case Management, Email-To-Case, Workflow, and Approval Processes

Proficiency in MS Excel (pivot tables, functions, etc.) & Data Loader

Strong experience in Salesforce Business Analysis and Administration.

Ensuring the security settings on Salesforce are continuously up-to-date. This involves the creation and update of roles, profiles, sharing rules, permission sets and field level security

Familiar with basic SQL queries.

Key Skills   Tv

- Workflow, Process Builder
- Apex Data Loader
- Apex class, Triggers, LWC

Professional Experience

Company: Eclerx – Analyst (June 2018 – April 2019)

Job Responsibilities :

1. Handling Real time issues.
2. Troubleshooting issues.
3. Handling Real Time calls.
4. Providing instant resolution to the issues

Company: Cognizant – Salesforce Administrator (May 2019 – Present)

Job Responsibilities :

1. Customize databases: create new fields, workflows, page layouts and complex formulas
2. Develop and maintain custom reports and dashboards in Salesforce to provide business intelligence for the management team.
3. Manage Salesforce user licenses and deactivate leavers
4. Manage the user community on the system (e.g. setup user profiles, security roles and views)
5. Ensure the security settings on Salesforce are continuously up-to-date. This involves the creation and
update of roles, profiles, sharing rules, permission sets and field level security
6. Manage dashboards, reports, forms, templates, page layouts, workflows and approvals; create and maintain custom objects, object relationships, standard and custom fields
7. Case Management, Email-To-Case, Workflow, Process Builder and Approval Processes
8. Support The existing Salesforce Sales Cloud implementation, working on implementations in Production and sandbox instances.
9. Understanding the Functional requirements, suggesting best practises to achieve it.
10. Collecting and Documenting Business, Functional and user requirements.
11. Working with development and integration teams to achieve the Functional requirements.
12. Performing Data updates and imports using Apex Data Loader.
13. Suggesting workarounds for out of scope requests.

Education

Degree : Bachelor of Engineering in Computer Science [Year : 2015 , 78%]

University : Rajiv Gandhi Proudyogiki Vishwavidyalaya, India

Higher Secondary : 12th Science [Year : 2011, Score : 73%]
Board : Central Board of Secondary Education, India

Secondary : 10th [Year : 2009, Score : 84%]
Board : Central Board of Secondary Education, India

Certifications

- ADM 201
- ADM 211
- Platform App Builder
- Platform Developer 1

References

References are available on request

Declaration

This is to certify that all the information given above is true to the best of my knowledge and I shall be willing to provide the relevant certificates in support of my claims