



KANIKA JAIN

SALESFORCE ADMIN/BSA

SALESFORCE
CERTIFIED

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CERTIFIED

Administrator

Platform App
Builder

CONTACT

✉ kanikaj010@gmail.com

☎ +91-8527450630

in in/kanika-jain-admin

📍 Gurgaon, India

SKILLS

- Salesforce.com Administration
- Requirement gathering with Global BUs
- Sales Cloud & Service Cloud
- Lightning & Classic User Interface
- Reports & Dashboards
- Sandboxes · Change Management
- Marketo · Trailtracker
- Showpad · Jira · Agile/Scrum Technology
- G Suite · Salesforce Gmail Connector · Chat & Messaging
- Lucid Chart
- Workbench · SOQL · SQL
- Salesforce & Mulesoft Data Loader · Vlookup · Dupeblocker

SUMMARY

Salesforce Administrator/BSA with 6+ years of experience supporting and maintaining business processes for marketing initiatives. Excellent communication, analytical and organizational skills. Enthusiastic and fast learner, self-motivated and passionate about helping users with their day-to-day work and improve efficiency.

EXPERIENCE

Salesforce Administrator / BSA

Smartnews | San Francisco Bay area, CA

Apr 2022 - Dec 2022

- Administered Company's Japan & US Salesforce CRM. Gather the requirements with Japanese stakeholders when they only speak Japanese & support them in the Japanese SF environment .
- Also worked for US stakeholders in the same environment.
- Completed projects for both the countries.
- Worked in Jira Environment to resolve the everyday tickets/issues.
- Very fast in resolving any Salesforce issues.
- Worked on Sales cloud, Marketo Setup, Trailtracker setup for Sales Team,
- Completed migration of media/BD team from one CRM tool to Salesforce.

Salesforce Administrator / BSA

Natera | San Francisco Bay area, CA

Apr 2020 - Aug 2021

- Administered and monitored company's Salesforce CRM application.
- Worked in Jira Environment to resolve the tickets/issues everyday. Very fast in resolving any Salesforce issues.
- Worked on Sales cloud, Service cloud, Campaigns for Marketing team, Communities, Messaging, Showpad for training Sales reps & Marketing materials.
- Support business processes by creating and maintaining workflows, Process Builder, assignment rules, and automated approvals.
- Develop reports and dashboards to provide visibility into key performance indicators for the different departments.
- Worked collaboratively with team, stakeholders & IT & resolved issues faster.
- Created support guides/Training docs and conducts training for new and current Users on how to use the system in accordance with established business practices.
- Worked On to Manage User Access to User on Salesforce Tools like Salesforce.com, Showpad, Gmail integration with Salesforce. Salesforce Inbox.
- Created Apps for different Business Units as per their needs & helped in enhancement of Salesforce Platform for them.
- Created Profiles, Role Hierarchy, Roles based on Organization role hierarchy and implemented Record-Level and Field Level security and configured their sharing settings.
- Created Classic & Lightning Email Templates.

EDUCATION

Bachelor of Engineering,
Electronics & Communication
2007-2011
Rajasthan Technical University,

TRAILHEAD

Salesforce Certifications

- Salesforce Certified Administrator ADM201
- Salesforce Certified Platform App Builder

Superbadges

- Security Specialist
- App Customization Specialist
- Process Automation Specialist
- Lightning Experience Specialist
- Service Cloud Specialist
- Lightning Experience Reports & Dashboard Specialist
- Business Administration Specialist

Salesforce Administrator

TransUnion | San Luis Obispo, CA

Feb 2019 - Apr 2020

- Administered and monitored company's Salesforce CRM application.
- Implemented Salesforce Admin Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
- Provided support for ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management
- Having extensive knowledge in implementing, customizing and maintaining Salesforce solutions.
- Involved in creating gap analysis document clearly identifying the data, business process and work flows of the organization with respect to salesforce.com implementation.
- Developed and configured Dashboards, Reports and Report Folders for different user profiles based on the need in the organization.
- Work on complex data migration projects using Data Loader tool.
- Created Classic & Lightning Email Templates.
- Created User access, custom links, formulas, Layouts, workflow, process builder and approval processes. Set both object-level and record level security.

Salesforce Administrator

Moodys | India

Sep 2015 - Aug 2018

- Worked in Jira Environment to resolve the tickets/issues everyday
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
- Developed field & page layout customization for the standard objects like Account, contact, Leads.
- Developed and configured Dashboards, Reports and Report Folders for different user profiles based on the need in the organization.
- Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields. Work on complex data migration projects using the Data Loader tool.
- Worked on Enabling Email to Case for Finance Dept to Efficiently Resolve Customer Issues.

Project Engineer

Airox Nigen Equipments | India

Aug 2011 - Sep 2015

- Responsible For Project Execution Through Creative Application Of Knowledge To Deliver Project. Deliverables, Within Schedule/Budget. Strive To Meet The Customer's Technical Specifications/Requirements.
- Prepared Basic And Detail Engineering Documents And Drawings P&Id, Ga Layout Of Plant, Design Philosophy, Control Philosophy, I/O List, Instrument Schedule, Valve Schedule, Cable Schedule, Qap, Field Quality Plan, Datasheet For Various Field Instruments, Valves, Cables And Electrical Equipments Etc.
- Floating Rfq's To The Approved Vendors & Follow Up, Receipt Of Both Technical & Commercial Offer.
- Working Collaboratively With Senior Project Manager, Design Engineers, Operation Engineers, Procurement And Other Internal Staff For Successful Execution Of Project.