**Radhika Goswami**

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Information Technology professional with 5 years of salesforce, business analysis, infrastructure, and data analysis experience. Responsible for optimization, uptime assurance, performance tuning, and recovery procedures for mission-critical enterprise systems. Passionate about technology and data with the results to back it up.

**EDUCATION**

**Pace University**, New York, NY **May 2020**

Master of Science in Information Systems

**Maharishi Dayanand University**, Rohtak, India  **May 2013**

Bachelor of Technology in Information Technology

**EXPERIENCE**

**Modern Rural Youth Development Organization**, New Delhi, India

**Business Analyst** **Sep 2018 – Jan 2019**

* Partnered with development team to migrate data from Pipedrive to Salesforce using Dataloader.io and Data Import Wizard, increasing workflow efficiency by 40%
* Implemented Salesforce Application User Profiles, Roles, Permissions, Validation Rules, and generated security tokens for 50 users
* Built custom reports and dashboards to track changes in key performance indicators (KPIs) across 150,000+ records

**Airtel**, Gurgaon, India

**Salesforce Support Analyst May 2017 – Nov 2017**

* Designed and customized 150+ profiles, permission sets, Roles, Field-level security, Record Types and dashboards
* Worked on custom objects, applications, and custom report types. Dealt with queues, groups, and created assignment rules, email alerts, and templates for case management
* Configured Salesforce functionalities to enhance performance of business processes by 15%
* Customized Applications, Page Layouts, Lookup Fields, Standard Related Lists, Tabs, and defined dependent Pick Lists.

**Salesforce Support Analyst May 2015 – Apr 2017**

* Automated tasks across SQL infrastructure using Cron and REST to minimize downtime and maintenance windows
* Created various Profiles, Roles, and Page Layouts and Configured the permissions based on the organization hierarchy requirements
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Components, Visual Force Pages to suit to the needs of the application
* Involved in extracting data from multiple data sources, perform multiple complex transformations and land data into SQL Server Tables.

**SONI Group**, Gurgaon, India

**System Administrator Jul 2013 – Apr 2015**

* Coordinated regular full and incremental backups of all systems at main office, properties, and disaster recovery site
* Overhauled equipment refresh process with automated image deployment (Symantec Ghost) and upgradeable FRUs
* Established user/computer security using group policies to enforce password complexity and administrator access
* Oversaw Active Directory tasks (resetting passwords, unlocking accounts, group memberships, OU management)

**ACADEMIC PROJECTS**

**Salesforce Application Development and Management**

* Developed an event management app displaying information about upcoming events and enabling self-registration with Name, Phone Number, and Email Address fields
* Enabled College Event Management team to create, edit and delete the events with the lead's approval
* Informed event attendees about upcoming events based on preselected areas of interest

**UNFPA (United Nations Population Funds)**

* Designed a project proposal to increase the knowledge about women ‘s reproductive rights to include new courses in the current performance appraisal and development (PAD) system
* Developed data flow diagrams, use cases and context diagrams to design a new web-based system that would offer online courses which employees could select to enhance their skills and increase their productivity

**TECHNICAL SKILLS**

**Applications:** Microsoft Office 365, G Suite/Google Apps, SOLACE Messaging Tool, JIRA, Data visualization (Tableau Desktop), Visio, MySQL, Package managers (apt, Homebrew, yum), API (REST, SOAP), IBM SPSS, JBOSS and Visual Force

**Languages:** Bash (shell scripting), HTML, Python, Apex

**Operating Systems:** Windows 10, macOS, Red Hat Enterprise Linux

**Salesforce:** CRM Functionality, Apex Classes, Reports & Dashboards, Workflows, Triggers, Approval Process

**Certifications**: Salesforce Certified Administrator (ADM 201)