Salesforce Admin 4.6 Years Exp.

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**Professional Summary**

* Having around **4.6years** of Experience as a Salesforce **Administrator** in IT industry with Salesforce.com platform.
* Experience in SalesForce Sales Cloud, SalesForce Service Cloud.
* Having experience in **configuration** and **Customization**.
* Experience in creating **Custom Objects, Custom Fields, Tabs, Apps, Page Layouts, Record Types, Fields Dependencies, Formula Fields, Custom Validation Rules** and **Relationships** as per the business requirements.
* Experience in configuring **Field History**, **Activities (Task and Event)**, **Search Layouts**, **Inline Editing** and **Enhanced List Views**.
* Good knowledge/understanding about Salesforce **MVC Architecture**, **Record Ids** and other **Force.com Platform** basics.
* Good experience on configuring **security settings** by using **Profiles**, **Permission Sets**, **Roles**, **OWD**, **Sharing Rules**, **Manual Sharing**, **Apex Managed Sharing**, **View All**, **Modify All**, **View All Data** and **Modify All Data**.
* Experience on Data migration activities using **Apex Data Loader**, **Import Wizard** and **Data Export**.
* Worked on configuring **Workflow Rules** and **Process Builder** to automate specific actions as per the business requirements.
* Worked on creating **Public Groups** and **Queues**as per the requirements.
* Worked on configuring Approval **Process**.
* Worked on **Reports** and **Dashboards**.
* Good knowledge/understanding **Apex Triggers, Apex Classes** and **Test Classes**
* Experience with **DML, SOQL, SOSL, Custom Labels, Custom Settings (List and Hierarchy), Custom Meta Data Types**and **Custom Permissions**.
* Experience in developing **Test Classes** to cover the code for Apex Triggers and Apex Classes**.**
* Experience in Deployment activities using**Change Sets**

**Work Experience**

* Worked with **Persistent Systems**, Nagapur as a Salesforce Consultant from **Sep 2020 to March 2021**
* Working with **HCL**, Chennai as a Salesforce Consultant from **Sep 2016 to Aug 2020.**

**Skill Set**

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Triggers, Visualforce Pages, database operations(DML,SOQL&SOSL), Workflows, Process Builder& Approvals, Reports & Dashboards, Custom Objects and Standard Objects. |
| Salesforce Tools | Apex Data Loader,Force.com Platform (Sandbox and Production). |
| Languages | Apex,SOQL, SOSL, Visualforce |
| OS | Windows family |
| Web Related | Visualforce |

**Educational Qualifications**

* **MTech** from JNTU, Hyderabad.

**Project Details**

**3. Kotak Mahindra Sales Cloud Implementation**

Kotak Mahindra Bank Limited is an Indian [private sector](https://en.wikipedia.org/wiki/Private_sector) bank headquartered in Mumbai, [Maharashtra](https://en.wikipedia.org/wiki/Maharashtra), India. It offers banking products and financial services for corporate and retail customers in the areas of [personal finance](https://en.wikipedia.org/wiki/Personal_finance), [investment banking](https://en.wikipedia.org/wiki/Investment_banking), [life insurance](https://en.wikipedia.org/wiki/Life_insurance), and [wealth management](https://en.wikipedia.org/wiki/Wealth_management). The Purpose of this application is to manage the sales information. It mainly includes Lead Management, Account Management, Contact Management and Case Management. Displaying Account 360 information and It is having communities to provide access to partners and customers.

**Client**: Teradata

**Role**: Salesforce Administrator

**Duration**: From Sep 2020 to March 2021.

**Environment:** Salesforce.com Platform, Apex, Visual force, Force.com, Data loader.

**Roles and Responsibilities:**

* Worked on various Salesforce.com customizations - Standard Objects and creation of customized business objects, fields.
* Involved in creating Validation rules, Workflow Rules.
* Involved in creating Relationships and Field Dependencies.
* Involved in configuring Page Layouts.
* Designed and developed Apex Triggers for various functional needs in the application.
* Migrate the data in excel sheets into System using Data Loader.
* Created Approval Process for complex business process.
* Worked on workflow rules.
* Involved in documenting the implementation.
* Worked on change sets to deploying new changes into production.

**2.Teradata Sales Cloud Implementation**

Teradata is an enterprise software company that sells database analytics software products. The Purpose of this application is to manage the sales information. It mainly includes Lead Management, Account Management, Contact Management and Case Management. Displaying Account 360 information and It is having communities to provide access to partners and customers.

**Client**: Teradata

**Role**: Salesforce Admin

**Duration**: From Aug 2018 to Aug 2020.

**Environment:** Salesforce.com Platform, Apex, Visual force, Force.com, Data loader, Force.com IDE.

**Roles and Responsibilities:**

* Worked on various Salesforce.com customizations - Standard Objects and creation of customized business objects, fields.
* Involved in creating Validation rules, Workflow Rules.
* Involved in creating Relationships and Field Dependencies.
* Involved in configuring Page Layouts.
* Migrate the data in excel sheets into System using Data Loader.
* Created Approval Process for complex business process.
* Worked on workflow rules.
* Involved in documenting the implementation.
* Worked on change sets to deploying new changes into production.

**1. Biogen Service Cloud Implementation:**

Biogen is an American multinational biotechnology company based in Cambridge, Massachusetts, specializing in the discovery, development, and delivery of therapies for the treatment of neurodegenerative, hematologic, and autoimmune diseases to patients worldwide. The Objective of this project is to provide a flexible solution to deal with service by the support reps. There is a need to manage sub case types under each primary case and case should not be created directly from the case tab. Always it should be created from Account detail page.

**Client:** Biogen.

**Role**: Salesforce Admin

**Duration**: From Sep 2016 to July 2018

**Environment:** Salesforce.com Platform, Apex, Visual force, Force.com, Data Loader, Force.com IDE.

**Roles and Responsibilities:**

* Worked on configuration by creating Custom Objects, Custom Fields, Complex Formula Fields, Relationships.
* Worked on Validation Rules, Workflow Rules, Approval Process.
* Worked on Sharing Rules, Profiles, Permission Sets.
* Involved in Apex Data Loader operations to manipulate the Data.
* Worked on Conga composer managed pack.