**MANISHA SINGH**

**Salesforce Administrator**

**(Eligible to work in United States)**

**Professional Summary:**

* 3+ years of experience working on Salesforce platform
* Total 9 years of professional experience in working with Customer Support, Business Development and Data Administration
* Ownership of all technical aspects of Salesforce.com, including Data migration, Data quality, Systems integrations, 3rd party applications and AppExchange products
* Responsible for developing customized solutions that support business requirements and drive key business decisions
* Analysing and defining user access using Profiles, Roles, Groups and Queues
* User management - assign licenses, reset passwords, and resolve locked user accounts
* Implementation of User security using IP restrictions, passwords, network settings
* Implementation of Data security using Custom Profiles, Permission Sets, Organization-wide Defaults, Role Hierarchy, Sharing Rules, and Public Groups
* Creation of Data model for business application using Standard and Custom object
* Good exposure on Sales Cloud, conceptual knowledge of Service Cloud
* Data management using Data loader, Import Wizard, Exports and MS Excel
* Creating and customizing Reports and Dashboards
* Self-driven and self-starter

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Sales Cloud Consultant

**Salesforce Administrator at WakenCode Technologies October 2017 to Present**

* Implemented Sales Cloud application for Banking Sector clients
* Responsible for data migration activities (Data load, Data Clean up, Archival of data)
* Developed reports and dashboards for sales, marketing and support departments
* Automated business rules using Workflows, Process Builder and Approval Process
* Created Validation Rules, Duplicate Rules to maintain data quality
* Responsible for license management, user management, profile and permission set assignment
* Implemented record level security model by defining sharing rules, record types, page layouts
* Worked on fixing production issues
* Supported development teams with deployment steps
* Responsible for requirements gathering, planning and prioritisation

**Data Administrator at India Post**  reschedule. **October 2011 to September 2017**

* Managed the database for the regional teams and performed basic administration.
* Worked with Sales and Technology teams to identify the gaps in business processes and automate manual processes to increase the efficiency
* Handled Customer Support Team and was responsible for addressing customer grievances related to Postal Products through emails, letters and telephonic calls.
* Created reports for Business Development Team using Microsoft Office (Word, Excel)
* Responsible for data clean-up and data archival
* Requirement gathering and migration of data during salesforce administration

**Educational Qualification:**

Bachelor of Science from University of Lucknow, Lucknow 226007, India

**Personal Information:**

Date of Birth: January 7, 1989

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