PADMAJA KHOT

Phone: +91 7218818920   **Email:** khotpadmaja21@gmail.com

Professional Summary

✦ One year of experience as a Salesforce Administrator and Developer involved in designing, modeling, analysis, and maintenance of CRM systems.

✦ Experience in SFDC Development in implementing Apex classes, Test classes, Triggers, Visual Force, Lightning Components, Integration, Create and Refresh Sandbox, Workflow, Approval Process, Process Builder, Force.com IDE, SOQL and SOSL, Email to Case.

✦ Experience in SFDC Integration using Web Service and Apex Programming/Hubspot, Salesforce.com Sales Cloud, and Service cloud functionalities.

✦ Having strong knowledge of all phases of SDLC with expertise in Requirement Gathering, Analysis, Designing, Development and Testing.

✦ Have a good experience in Agile/Scrum, Iterative, and Waterfall development.

✦ Acquainted and well versed with CRM processes like Sales, Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.

✦ Expertise in analyzing and documenting the business workflows and functionality of existing systems.

✦ Self-motivated and capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations

✦ Acted as primary liaison between IT and business personnel facilitating proper understanding of the business needs and criticality of business workflow. Worked with Onshore and offshore team.

✦ Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.

✦ **Salesforce Certifications**: Salesforce Administrator (ADM-201).

Skills

- Apex
- Lightning Components
- Visual Force
- Configuration
- Customization
- Designing
- Integrations (SOAP, API)
- Design Patterns
- Service Delivery

Hands on Experience

- Apex Classes
- Apex Triggers
- Visual Force Pages
- Lightning Components
- Test Classes

- Integrations
- API services
- Email to Case
- Assignment Rules
- Products & Pricing

- Securities and Sharing
- Validation Rules
- Workflow
- Approval Process
- Process Builder
- Deployment

Tools: Data Migration using Data Loader, Workbench, Eclipse, JIRA.

Work Experience

✦ **Yantra Inc, Pune**   August 2019 – Present

Management Trainee (Salesforce)

Salesforce Projects

Project 1: NEXTracker Company (Service Cloud Implementation)

Project Description:

The Service Cloud users want to provide Service to their customers in the form of Feedback, Survey or Support.

Job Implementation:

✦ Direct interaction with the Sales and Business Admins into designing the best solution for problems in an efficient manner.
✦ Translate end user requirements into an easy way to navigate front end process.
✦ With the help of web-to-case, Email-to-case functionality, case is created by the users.
✦ Also OTP Generator was designed for authentication of users.

Project 2: Roambee (Hubspot-Salesforce Integration)

Project Description:

In HubSpot, the Marketing Qualified Lead created by Marketing users should be synced to salesforce and create a Lead there and assign the leads to Sales Team on basis of Geo for further process.

And later convert the Lead to either new Account, Contact and Opportunity or existing record. Send notifications to Opportunity when its closed Won and want some information to be mandatory on Opportunity.

Job Implementation:

✦ Setup connection between two Orgs i.e. HubSpot and salesforce.
✦ Setup necessary configurations in HubSpot such as Field Mappings, Inclusion List to ensure that all the information is captured when the contact is synced to salesforce.
✦ Setup Lead Assignment Rules in salesforce.
✦ Process Builder to send notifications to set of users on basis of Geo whenever the Opportunity is closed Won.
✦ Created Validation rules to restrict users to fill all the information on Opportunity.

Project 3: Roambee (CPQ Implementation)

Project Description:

Sales Team wants Products to be configured in org along with Pricing and Billing and send Quote to customers for respective Opportunities. And the team needs approvals of Manager for particular discount range.

Job Implementation:

✦ Imported all Products given by the Client along with Pricebooks and Pricebook entry.
✦ Created Fields which calculate discount and various amounts like Annual Revenue, etc.
✦ Implemented Workflow Rules and Process Builder to populate the currency and contact details from opportunity to Quote and update address fields from Quote to opportunity respectively.
✦ Implemented Approval Process to send approvals along with email alerts to Manager for approving discounts.
✦ Design Visual Force email template to display all the Product details.

Salesforce Certifications

- ✦ Salesforce Certified Administrator (ADM-201)

- ✦ Salesforce Platform App Builder

Educational Qualification

Examination	Board/University	Percentage (%)	Passing Year
B.E(Computer)	Cummins College of Engineering, Pune	61.33%	2017
H.S.C	Dr. Kalmadi Shamrao Jr. College, Pune	67.83%	2012
S.S.C	Dr.Kalmadi Shamrao Highschool, Pune	86%	2010

Personal details

Father's Name   :   Ravindra Nabhiraj Khot
Gender   :   Female

DOB   :   21/03/1994
Nationality   :   Indian
Languages known :   English, Hindi, Marathi   and Kannada

Declaration:
I declare that the above-furnished details are true to the best of my knowledge and belief.

Place: Pune   **(------------------------)**
Date: **Padmaja Khot**