**Name:** Janani T

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**Professional Summary:**

* Having 2 years of experience and expertise in salesforce service cloud application.
* Worked on different data management, record level security and user management.
* Created different custom objects, page layouts and record types
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization.
* Also created various profiles and configured the permissions based on the organizational hierarchy.
* Have created multiple public groups, queues, case assignment rules based on business requirement.
* Experience on configuration of salesforce data model using objects, lookup, master detail, roll-up summary fields.
* Multiple workflow rules created for sending auto response email to consumers and updating the fields in Sobjects
* Based on client request created email templates in HTML format.
* Have good knowledge in case management.
* Implemented email to case and web to case in service cloud.
* Worked in different channels like contact us hub forms, live chat, etc.
* Implemented dependent pick lists, validation rules to the Sobjects.
* Enabled track field history for Sobjects.
* Experience in using data loader for insert, update and bulk import or export of data from salesforce.com objects.
* Have knowledge on reports and dashboards as per business requirement.
* Having excellent team management skills.

**Work Experience:**

Working as Software Engineer in Tech Mahindra Pvt Limited, Bangalore from May 2018 to Till Date.

**Certifications:**

Certified Salesforce developer (PD1).

**Academic Profile:**

B.E (ECE), Nandha College of Technology, Erode, Tamil Nadu

**Project Summary:**

**Application :** Engage

**Role :** Salesforce Administrator

**Duration :** May 2018 to Till Date

**Description:**

It is a custom service cloud application used by 50 + markets in worldwide, if any products having any issues/queries then consumers will raise a cases from different channels like email to case, web to case, telephonic, contact us hub forms, live chat, etc. once they submit the cases from anyone of these channels, those cases will assign to market queues based on case assignment rules criteria then agents can accept/reject the cases based on validation will start working on those cases and provide resolutions to consumers.

**Roles & Responsibilities:**

* Daily administration and configuration include user setup, profiles, roles, objects, fields, record types, picklists, page layouts, security access, workflow, sharing rules, data validation, objects and field level security and modification as per business requirement.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Worked with various Confidential Standard objects like Accounts, Contacts, Cases, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Creating the validation rules, approval process for automated email alerts, workflows rules, field updates.
* Training and Mentoring team members with product knowledge and business processes.
* Data import, export, update, delete, upsert using Data Loader etc.
* Created Apps, Tab, Custom Object, and Custom Field, as per business requirement.
* Involved in setting up field & page layout, field level access for each custom object created based on the user’s role
* Implemented lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

**Key Skills:**

* Strong analytic skills including the ability to interpret customer needs into application and operational requirements.
* Fast learner; able to learn new software solutions, business processes and design techniques quickly and efficiently.
* Self-starter who understands how to effectively deal with ambiguity and with changing priorities.
* Decision making and problem solving, focusing towards business performance & new initiatives.
* Strong interpersonal and communication (both written and verbal) skills, with good work attitude.
* Work efficiently with the team/individual contributor with expertise knowledge in order to reach the company’s service level agreement.
* Understand the domain and technical components of the job.