M NISHANTH
SENIOR SALESFORCE ADMIN

EMAIL ID: M.NISHANTHSFDC@GMAIL.COM

PHONE: +91 9542426766

PROFESSIONAL SUMMARY:

➢ Having 6+ years of IT experience in the **Salesforce.com CRM** that includes Administration, Configuration and Support experience.

➢ Good in-depth Knowledge and understanding of CRM business processes like Forecasting, Campaign Management, Lead Management, Order Management, Account Management, and Case Management.

➢ Experienced using **Salesforce Lightning UI** and migration from **Classic to Lightning**.

➢ Good Experience in **Salesforce.com** Configuration and Design of **Service Cloud, Sales Cloud**.

➢ Experience with tools like **Apex Data Loader, Eclipse IDE.**

➢ Good work experience in Workflow & Approvals, Reports, **Custom Objects and Tabs, Email Services, Security Controls, AppExchange Package** and **Sandbox Data Loading.**

➢ Extensive hands-on administrative tasks like designing of custom objects, custom fields and role-based page layouts, profiles, users, reports, dashboards, email services, lookup and master detail relationships.

➢ Proficient in **Data Migration** from Traditional Applications to **Salesforce.com** using **Data Loader Utility.**

➢ Experience in **Data Migration** using **Import Wizard**, **Excel connector**, **Workbench** and other integration tools like, **On Demand** and **Apex Data Loader.**

➢ Proficient in creating **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder**

and **Lightning Component features.**

Key Skills:

Languages: JavaScript, CSS, HTML.
Salesforce Technologies: Salesforce CRM, Lightning Components, Standard/Custom Objects, Roles and Profiles, Workflows, Assignments, Validation Rules and Approvals, Record Types, Sales Cloud, Service Cloud, Data Loader.

IDE's: Eclipse.
Integration Tools: Data loader.
Database: SQL Server, Oracle, My
SQL. **Operating Systems:** Windows
Variants.

Certifications:
Salesforce Certified Administrator ADM (201)
Salesforce Certified Advanced Administrator ADM
(211)

Company Name:

COMMUNITY BRANDS SOFTWARE DEVELOPMENT SOLUTIONS (INDIA) PRIVATE LIMITED

Clients & Experiences:

Software Engineer

(1year 2 months)

Project
School & Student Services (SSS)

Description:

School & Student Services provides financial aid to the parents (users) and this is the platform where Schools and Parent can register and this SSS act as a bridge between School staff and parents. Salesforce is the backbone of SSS. Two portal which are school portal and family portal are build on salesforce platform. School portal is build on Lightning and family portal is build on classic.

Roles & Responsibilities:
- On a day to day basis I work on Admin tasks which are created by our product owners.
- I will take responsibility for all the administrative level tasks.
- I Deploy the changes from sandbox to production using change set.
- Create the Email alerts by using Workflows.
- Creating Objects, Fields, Formulas, Validation rules & Workflow rules.
- Create Reports and Dashboards.
- Resolved all the critical deployment related issues and also production issues with minimum turnaround of time.

Company Name:

Zwave Software Pvt Ltd

(5 years 6 months)

Clients & Experiences:

Sr. Salesforce Admin

Project
Lead Management System (LMS)

Description:

Lead Management system track the complete lead management, sales activities and maintain the products. Lead scoring is a shared sales and marketing methodology that helps to rank leads according to their 'sales-readiness.' Below, you can see how establishing a lead scoring system can benefit your company: Capturing leads: Identifying 'Hot' leads that can be fast-tracked to sales reps Distinguishing leads that need further nurturing Scoring leads to identify which ones are sales-ready Prioritizing leads and assigning them to appropriate sales reps Converting qualified leads into a sales opportunity

Nurturing leads that are not ready to buy yet.

Roles & Responsibilities:

- Worked on Requirement Analysis and Architectural designs.
- Sales cloud (Lead / Account / Opportunity)
- Develop or review development of test protocols for testing application before user acceptance. Review test results.
- Deployment from sandbox to production using change set and eclipse.
- Create the Email alerts by using Workflows.
- Creating Objects, Fields, Formulas, Validation rules & Workflow rules.
- Created Reports and Dashboards.
- Created sharing rules to restrict record access and profiles to restrict functional user level permissions.
- Unit tests code coverage.
- Resolved all the critical deployment related issues and also production issues with minimum turnaround of time.

Sr. Salesforce Admin

Project

Automation Anywhere

Description:

Automation Anywhere is a center for Robotic Process Automation Training and it includes modules like Account Management, Lead Management, Opportunities and Webinars, Etc. Automation Anywhere allows organizations to automate the processes which are performed by the humans. It is a Web-Based Management System which uses a Control Room to run the Automated Tasks. Automation Anywhere tool can automate ends to end business operations for companies. It enables faster and easier exchange of data between files or applications. It ensures real-time analytics and reports. It enables script-less automation. It has cognitive capability and re-usability.

Roles & Responsibilities:

- Worked with client to gather the requirement details and prepared the BRD.
- Enabled the digital experience and created the community site.
- Develop or review development of test protocols for testing application before user acceptance. Review test results.
- Deployment from sandbox to production using change set and eclipse.
- Create the functional document.
- Creating Objects, Fields, Formulas, Validation rules & Workflow rules.
- Created Reports and Dashboards using Einstein analytics.
- Created sharing rules to restrict record access and profiles to restrict functional user level permissions.
- Trained end users on the functional flow.
- Resolved all the critical production issues within SLA.
- Given full time support for the 1700 partner users.

Tools/Technologies: Salesforce.com, Salesforce Lightning, Service Cloud, Community Cloud, Data Loader, Data Migration, Custom Objects, Chatter, sandbox, JIRA, UAT.

Project

Customers and Resorts Management

Description:

Vacation Ownership Points can be bought by you in advance under the appropriate Vacation Ownership Plan and redeemed later in exchange for room nights at any resort of Sterling Holidays or RCI in India or the world over. Sterling Holidays customer's holiday eligibility and usage is denoted and measured by this Points system.

Roles & Responsibilities:

- Creating Objects, Fields, Formulas, Validation rules & Workflow rules.
- Imported the data using Data Loader
- Created Reports and Dashboards.
- Developed Apex classes, Triggers & Visual Force pages to implement the custom business logic.
- Worked on Payment Management, Inventory Management and Reservation process.
- Worked on Requirement Analysis of new Inventory (rooms) Splitting Process.
- Took the Responsibility of delivering a new user friendly way to split inventory to customers by both apartment wise and overall splitting method.

Tools/Technologies: Salesforce.com, Salesforce Lightning, Service Cloud, Community Cloud, Data Loader, Data Migration, Custom Objects, Chatter, sandbox, JIRA, UAT.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

M NISHANTH