** **

**Shilpi Gera**

**Salesforce Administrator || ADM-201 Certified || Flosum Certified**

**Contact:** +91-9718444554 **Email:** gera.shilpi@gmail.com

**Experiance Summary**

Highly motivated, result-oriented and dedicated professional with 5+ years of experience in Salesforce CRM application, configuration and administration using SalesForce.com and Force.com Platform.

**Professional Summary**

* Worked on data migration tool such as **Data Loader**.
* Proficient in creating objects on Relationships, Look-ups
* Developed process enhancements through automations including **Workflow- Field Updates, Approval Processes**
* Worked on enhancements to SFDC application required by business users from time to time
* Created Sharing rules for user groups and day to day permission to the users and Sandbox refresh.
* Experience using **Salesforce Lightning UI , Lightning App Builder**
* Worked on Lightning for outlook and Lightning Sync Configuration to enhance user experience and better productivity.
* Experienced with **Administration, Configuration, and Support experience** on Salesforce.com
* Experience in SFDC Customization by creating **Custom Objects, Custom Fields, Custom Page Layouts, Custom Reports, Custom Apps and Custom Tabs, Dependent Picklists, Role-based Page Layouts, Validation Rules, Field dependency, Record Types and Formula** according to application requirements
* Deployed changes from sandbox to production environment using **Change Sets, Jenkins, Gearset**
* Handled Pre and Post Deployment steps.
* Worked in **Eclipse, Visual Studio Code**
* Assisted in developing Project Scope, Business Requirements and Functional Requirements with team
* Hands on exp in appexchange apps as per client requirement.
* Experience in a help desk environment **JIRA, SNOW**
* Experience in Jenkins integration with scheduled deployment.
* Hands on experience in writing SOQL and SOSL.
* Experiance with Release Management - PR merge, Cherry pick, Deployment using **jenkins, Managed Package upgrade and package instalment ,Config release for outside package components, Patching**
* Lead a team size of 3-4 resources across different geographical locations.
* As a team lead worked on impact analysis and feasibility of new requirements/changes.
* Experience in Sandbox refresh and deployment.
* Experience in creation and maintenance of sandboxes in [force.com](http://force.com/%22%20%5Ct%20%22https%3A//mail.google.com/mail/u/0/%22%20%5Cl%20%22search/surjeet/_blank) platform.
* Strong requirements gathering experience and preparing documents like **Functional and Technical design document, Test Cases and Object Migration**
* Created **custom objects and its related Reports / Dashboards** to hide data access from other profiles across the organization in both **classic and lightning**
* Working experience in Ant/Eclipse force.com IDE to migrate components.
* Worked on DevOps tool Gearset to compare orgs and migrate changes in managed orgs.
* Experience in efficiently and effectively working with business partners, senior management (Business Heads, Project Heads, Managers and other stakeholders).

**Certifications**

* [Salesforce Certified Administrator](https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=003G0000017EBizIAG) – License Number: 17790615 : Oct 12, 2017 - Present
* Flosum Certified- Certification ID: 0000026969 : Aug 25,2020 - Present
* [Salesforce Certified Developer 401 - License Number: 1227988 : Jan 10, 2013 – Jul 14, 2014](https://drive.google.com/file/d/1RwW2F6WcOAadwQGScB7cK_kygNVFCZlD/view)
* [59+ Trailhead badges and counting](https://trailhead.salesforce.com/en/me/00550000007IkPXAA0)

**Skill Summary**

|  |  |
| --- | --- |
| CRM Tools | Salesforce.com |
| SFDC Skill Set | Workflows, Validations, Objects, Approval, Roles, Profiles, Security Controls, User Management,Reports, Dashboards, Data Types, Custom Settings, Lables, Metadata Types, Picklist value set, Process Builder,Change Sets |
| Database | SQL server |
| Software Tools | Jenkins, Gearset, Eclipse, Visual Studio Code, Workbench, Data Loader, Data Loader IO |
| Operating Systems | Windows |
| Source Control Systems | GitHub |
| ITSM | JIRA,SNOW |

**Professional Experience:**

|  |  |  |  |
| --- | --- | --- | --- |
| S.No | Organization Name | Designation | Timeline |
| 1 | Echo Managed Services | Salesforce Administrator | Jun’19 - Present |
| 2 | Birlasoft, Noida | Senior Software Engineer | Oct’15 – Jun’19 |
| 3 | Optanium Gmbh, Chennai | Salesforce Consultant | Jul’15-Oct’15 |

|  |
| --- |
| **Project # 1 (June’19- Present)** |
| **Project Name** | Aptumo |
| **Client**  | SES,UK |
| **Team Size** | 5 |
| **Responsibilities** | -Working with Business owner and SFDC Developer for smooth implementation of requested enhancement or system error.-Configuration of different record types and page layouts.-Build Reports, Dashboards and workflows-Leverage the advanced administration capabilities of salesforce.com-Manage security, users, roles, profiles , sharing rules and other setup options-Used force.com IDE to move configuration to GIT.-Deployment activities including Pre and Post deployment steps. |

|  |
| --- |
| **Project # 2 (Oct’15-Jun’19)** |
| **Project Name** | WINGS |
| **Team Size** | 3 |
| **Description** | Wings is a Sales cloud based application which is used to capture leads, account, contact and opportunity to replace the existing manual system with the salesforce system. This application automate and faster the deal closing activity more accurately and with less span of time. The System also includes several reports and dashboards for reporting to the higher management. The most common requisition requests and procurement issues were automated using this system, which resulted in faster resolution of issues and 30% cost savings.  |
| **Responsibilities** | -Data Migration (i.e. Account, Contact, Lead, Opportunity) from one Salesforce Instance to another-Created various Dashboards and Reports to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization-Understanding complex requirements of the project and participate in brainstorming sessions to provide workable solutions-Actively involved in the Deployment and refresh activities-Good understanding on workbench, Import Wizard, Data Loader |

|  |
| --- |
| **Project # 3 (Jul’15-Oct’15)** |
| **Client**  | Deutsche Leasing (DL) |
| **Team Size** | 5 |
| **Description** | Deutsche Leasing (DL) is one of the European Market Leaders in Leasing. DL employs a multitude of different systems for delivering IT services to its business units. Those systems require a central reporting and analytical Engine to allow for reporting, analysis and business planning. Sales controlling should be enabled by making the key sales data from DL international CRM systems available in the DWH to have one source of Information for any sales Reporting requirements. |
| **Responsibilities** | -Interacted with various business team members to gather the requirements and documented the requirements. -Bulk import -Deployment using change sets |

|  |
| --- |
| **Project # 4 (Dec’13 – Jul’14)** |
| **Client**  | **Alma Mate InfoTech Pvt Ltd- Noida** |
| **Team Size** | 6 |
| **Description** | -More than 6 months of hands on experience as Salesforce Developer with sound understanding of administration concepts and programming languages in SalesForce.com-Researched and developed custom applications according to the requirements of user.-Developed a Project e-Leave Management System as Custom application in Salesforce.com.-E-Leave modules allow users to apply for leaves, receive approvals and conformations online.-This ensures uniform leave policy management throughout an organization, reducing manual work of HR. |

**Education**

* Salesforce Professional Training at Alma Mate InfoTech Pvt Ltd, Noida, Dec 2013-July 2014
* B.Tech in Information Technology (IT) , UPTU

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

Shilpi Gera