



JAYA ALONE

**SALESFORCE ADMINISTRATOR
IMMEDIATE JOINER**

CONTACT



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3 Years of Experience as a salesforce
admin



04 Dec 1997

PERSONAL PROFILE

Certified Salesforce Administrator with 3 years of extensive Salesforce experience with salesforce.com CRM platform, with experience in Requirements gathering and Creating Custom Objects, Tabs, Custom Apps, Page Layouts, Data Export and Imports, Application Support, Apex, Trigger, Visual Force, SOQL, Security, custom validation, Administration, Approval Process, Workflow and Process Builder, sharing rule, Maintenance, and User Security Management, Creating Reports, Dashboards, Data migration.

PROFESSIONAL SUMMARY

- Around 3 years of experience in Salesforce.com CRM platform.
- Worked on Field Service Lightning.
- Participated in all stages of Software Development Life Cycle (SDFC)
- i.e., System Analysis, Design, Development and Testing Expertise.
- Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.
- Experience in using Flows.
- Experience in using Salesforce Scheduler.
- Knowledge of Experience Cloud.
- Experience in creating various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders.
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
- Experience in using declarative features like validation rules, workflows, approval process, sharing rules automation for satisfying complex business process automations.
- 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 permission based on the organizational hierarchy.
- Experience in deploying components using Change sets and Visual Studio Code.
- Excellent team player, self-motivated, quick learner with good communication skills and problem solving skills.

EDUCATION CREDENTIALS



- Master's Degree in Geology in 2020, 8.27(CGPA)
- Bachelor's Degree in 2018, 61.81%
- Higher Secondary School in 2015, 56.62%
- Matriculation (SSC) in 2013, 73.60%

EXPERIENCE

Salesforce Administrator

Working with Bitwise solution as salesforce Admin. I have overall 3 years of experience. Completed my salesforce certification. Currently working at Bitwise Solution Pune.

Role & Responsibilities

- Maintain the salesforce platform by monitoring support tickets, user issue & employee workflows
- Created and maintained user profile, work flow, dashboard on salesforce.
- Set permission for user by using object level security & field level security best practices.
- Trained employees on the Lightning App Builder & other CRM Applications

CERTIFICATIONS



Salesforce Administrator certification
Credential Id- 23003184

CLOUD COMPUTING & SALESFORCE ADMINISTRATION

- Good knowledge in Configuration and customizations of Objects, Relationships, Workflow Rules, Validations, Approval Process, Process Builder.
- Good Knowledge of Service Cloud (Email to Case, Web to Case, Web to Lead).
- Good Knowledge of Sales Cloud.

PROJECT DETAILS

Company : Bitwise Solution

Client : Urban Co-Operative Bank

Role : Salesforce Administrator.

Roles and Responsibilities:

- Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards
- Created Custom Dashboards and gave accessibility to dashboards for authorized people.
- Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
- Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
- Worked with various salesforce.com objects Account, Contact, Leads, Opportunity, Cases, Order standard objects.
- Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
- Developed validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
- Used Email to Case, Web to Case features and created a community where the customers can create, update and manage their cases.
- Deployed application from Sandbox to Production environments using Change Set.

TECHNICAL PROFILE

- **SFDC Technologies:** Standard Objects, Custom Objects, Relationship Types, Approval Process, Profile And Permission set, Roles, Reports, Dashboards,
- **Languages:** HTML, CSS, XML.
- **Technologies:** Workflow Rule, Process Builder, Flow, Data Loader, Data Import Wizard,

Achievement:

- Salesforce Administrator certification
Credential Id- 23003184

TRAILHEAD

- **Link:** <https://trailblazer.me/id/jalone1>
- **Points Earned:** 86,325 Badges: 164

Active Ranger

OTHER SKILLS

- Microsoft Application
- Project Management Time Management
- Collaboration
- Verbal And Presentation Skills

PROJECT DETAILS

Company : Bitwise Solution

Client : Lease Management

Role : Salesforce Administrator.

Roles and Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Created custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
- Developed custom Workflows and Assignment Rules for case escalation.
- Implemented Field Level security for sensitive data holder fields.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
- Involved in end-to-end testing and gathering feedback from business users.
- Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.