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| **Profile Summary**   * **Salesforce Certified Administrator(SCA).** * Result oriented software professional with **2.10 years** of progressive experience in Salesforce Administration. * Experience customizing standard objects - Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards. * Extensive experience in Salesforce Customization, creating Roles, Profiles, Page Layouts, Record Type, and Assignment Rule, Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and Approval Workflow, Customer Service and Support Administration * Extensive experience in designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, Dashboards, and Email generation according to application requirements. * Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills * Experience on Community Cloud to connect with customers and employees with each other.   **Work Experience**   * Currently working as Salesforce Administrator at Persistent Systems Limited from Feb 2019.   **Education**  B.Tech(Computer Science and Engineering) Vaageswari Engineering College, Telangana.  **Project Details**  **Project:** Banking, Financial Services and Insurance. **Feb 2019 – Jan 2022**  **Client : INTUIT**  **Role : Salesforce Administrator**  **Job Responsibilities:**   * Interacted with various business team members to gather the requirements and documented the requirements. * Maintained user profiles, role hierarchy, sharing rules, permission sets, and security. * Created multiple reports, dashboards, and processes to continuously monitor data quality and integrity. * Worked on standard objects such as Leads, Opportunities, Accounts and Campaigns. * Helping user automation processes by Approval Process, Validation Rules and Workflows rules to trigger field updates, task creation and generate email alerts with custom email templates and Chatter Posts to the users. * Created roles, groups & executed role hierarchy, sharing rules & permissions for shared access among users * Manage assignment rules and workflows. * Import & Export of the Bulk data through Data Loader. * Investigating the problem cause in Splunk logs(EBS and CTO). * Created custom reports to track the cases, assets to be available to different levels in the organization based on their profiles. * Respond to recurring alert emails and investigate the root cause, as applicable. * Playbook/Runbook Creation. * Call External Vendor support as quickly as needed. * Share Incident Summary with good insights. * Expected Metric: Identify bug within the existing functionalities and take to validation and closure. * Keep Stakeholders informed with regular, unambiguous and meaningful updates over multiple channels (verbal/written). | | **Key Skills and Knowledge**  **Salesforce administration**  Classic and Lightning  **Tools**  Splunk and JIRA  **Environment:**  Custom Objects, Custom Tabs and Workflow & Approvals |
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