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# Sujan Kumar N

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| Professional Summary |

**3X certified Salesforce professional** with **5.3** years of extensive experience in Salesforce.com CRM as an Administrator and Analyst.

* Experienced in creation and implementation of custom **Objects**, **Relationships** – Master-Detail, Lookup and Roll-Up Summary.
* Create **Users**, **Roles**, **Profiles**, **Permission Set** and assignments.
* Designed custom **Formula Fields**, **Field Dependencies**, and **Validation Rules** to control input data.
* Create and Assign – **Page Layouts, Search Layouts, List Views, Tabs** and **Apps**.
* Automate business process thru **Workflow Alerts** and **Actions**, and **Approval Process**
* Experienced to generate different kinds of **Reports** and **Dashboards.**
* Extensive experience in Lead, **Case management**, **Web-to-Lead**, **Web-to-Case**, **Email-to-case**.
* Implemented **Security** and **Sharing Rules** at Object, Field, and Record level for different users at different levels of organization.
* Proficient in Data Migration into Salesforce using **Import Wizard** and **Data Loader** Utility.
* Experienced in Deployment using **Change Sets** and ANT.
* Experience in Salesforce.com query languages- **SOQL, SOSL**.
* Experience in working with Salesforce.com Sandbox and Production environments.
* Experience in production support – debug, analyze the root cause and provide fix.
* Working experience in **Sales Cloud, Service Cloud, Communities,** and **Chatter.**
* Good understanding of SDLC, Agile and Scrum Methodologies.

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| Technical Skills |

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| **Operating Systems**  | Windows XP, Windows 7 & 8 |
| **Salesforce Technologies** | SFDC Configuration and Administration, SOQL, SOSL, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Project Management** | Waterfall, Agile, Scrum |

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| **Qualification** |

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| **Degree**  | **Specialization** |
| B.Tech | Information Technology |

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| Certifications |

* Salesforce Certified Administrator
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Platform Developer I

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| Awards |

* Received ‘Best Employee of the Year’ during Go-Live by Concentrix Daksh Services
* Received ‘Raising Star’ award in 2016

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| Project Summary |

**Client: Stibo Systems Feb 2018 to Till Date**

**Role: Salesforce Admin**

**Project Description:**

Stibo Systems CRM is maintained in Salesforce within Sales and Service clouds. All the sales, service and maintenance are handled thru OOTB features and configurations.

###### Responsibilities:

* Worked on Salesforce.com configuration and administration activities.
* Created various custom objects, tabs, Data Model, Validation Rules on Objects and Page Layout changes.
* Worked extensively on the Standard Objects like Leads, Account, Contacts, opportunities, Products and Cases.
* Created Workflows to send emails, update fields and create Tasks for the Business Development Managers. Generated Standard Reports provided by Salesforce and scheduling the delivery through email to the business users.
* Extensively used the Apex Data Loader for data migration purpose.
* Respond to all Salesforce incidents and provide basic support / troubleshooting.
* User based support like password resets, break/fix instructions, permissions, and data access.
* Monitor scheduled jobs run in Production.
* Raise tickets with Salesforce and engage with them till resolution.
* Create and maintain the documentation on all support work.
* Track the effort as Tasks in JIRA.
* Involved in all three stages of testing (unit, Integration and User acceptance).