**Nish Voore**



Salesforce Admin

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**Professional Summary**

* Experienced professional around 9 years of IT experience that includes 5 years’ experience in Salesforce.com CRM Platform.
* Certified Salesforce Admin (ADM 201), Certified Salesforce Platform App builder and Certified Salesforce Developer (PD1).
* Highly skilled in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes, administration, and security controls.
* Proficient in Salesforce.com (SFDC) administration and implementation in various domains like Healthcare, Banking, Manufacturing, and Retail.
* Experienced in working with key stake holders from various teams – developers, support, and sales teams, troubleshoot workflow issues and superior communication skills.
* Hands on experience in implementation of Validation Rules, Assignment Rules, Workflows, and Approval Processes for automated alerts, field updates & Email generation per application requirements.
* Well versed in support and maintenance of User Roles, Security, and permissions.
* Have extensive experience in implementation of Custom Objects, Custom Tabs and Role based Page Layouts and Record Types.
* Worked on implementing various advanced fields like pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, and Field Dependencies.
* Expertise in creating Profiles, Roles, Users, Tasks and actions, Dashboards, Reports.
* Perform systematic CRM updates as needed including bulk edits, record reassignments, back-end updates, etc. to ensure CRM information is kept current using Data Loader and Data Import Wizard.
* Implemented Security and sharing rules at Object, Field, and Record levels for different users in the organization.
* Knowledge on Apex classes and Apex Triggers on Force.com platform for better understanding of the application per the functional needs.
* Knowledge on wide range of languages and technologies such as Apex, Visual force, Java, HTML, CSS.
* Proficient in Data Migration from Traditional Applications to Salesforce.com using Data Loader Utility.
* Provided on-going salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.
* Excellent work ethics, self-motivated, quick learner, and team oriented. Continually provided value added services to the clients through thoughtful experience and excellent communication skills.

**Education Qualifications:**

Master of Information Systems from University of Southern Queensland, Sydney – Australia- 2015

Bachelor of Engineering (Computer Science Engineering) from Jawaharlal Technological University, Hyderabad- India - 2011

**Professional Experience:**

**Verizon, New York, NY May 2019 - Present**

**Salesforce.com Admin**

**Domain: Marketing & Sales**

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading and Data Loader.

**Responsibilities:**

* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Manage issues, defects and design and implement fixes for issues.
* Perform systematic CRM updates as needed including bulk edits, record reassignments, back-end updates, etc. to ensure CRM information is kept current using Data Loader and Data Import Wizard.
* Designed, Implemented, and deployed Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Developed Email to case and web to case setup to capture incoming leads and assign it to the right individuals based on their roles.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com platform.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Customized tabs for different business user groups and business centers.
* Created Approval Process, workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex scheduler
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Used Salesforce Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports, and saved them for further access to the users.
* Supported testing team on Sandbox creations for UAT stage to perform different testing functionalities.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.
* Provided the training to the internal business users to use the application and develop their own custom reports.

**Weatherford, Houston, TX Oct 2017 – May 2019**

**Salesforce.com Admin**

**Domain: Marketing and Sales**

**Environment:** Salesforce.com, Apex, XML, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE.

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Involved in gathering Customer requirements from business user teams spread over Sales, Marketing and Customer service.
* Customized the standard objects as per the business requirements by using Visualforce components.
* Experienced in working with key stake holders from various teams – developers, support, and sales teams, troubleshoot workflow issues and superior communication skills.
* Manage configuration, release management, licensing, Migrating sandboxes.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual force Pages to suit to the needs of the application.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Played a crucial role in the Salesforce-Eloqua integration process, right from gathering initial requirements to creating a complete final solution.
* Implemented Security access to the user profiles by creating Object level security, field level security and record level security.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Used Salesforce Automation (SFA) for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
* Customized Chatter now for profiles for different users and configuring with Facebook and Twitter.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Knowledge on sandbox environments for testing and migrated the code to production after testing.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Knowledge on Salesforce.com CRM with the existing OBIEE platform by using Data Direct ODBC drivers

**Grow Super - Sydney, NSW, AUS Sept 2016 – Oct 2017**

**Business Analyst**

**Projects**:

**Whitelabels**:

Whitelabels is a customer experience web application where Member can sign up by providing personal information, preferred investment portfolios, asset allocation, valid TFN, employer details. Member is allowed to perform super match after 2factor authentication and can consolidate the funds. Member can set up voluntary contributions with different frequencies and set up Insurance after answering the eligibility question or keep the existing insurance. Whitelabels has the flexibility to be customized and configured based on customer preferences.

**TINA**:
TINA is a software solution designed on Blockchain technology (Distributed Ledger) to help large companies provide better wealth management services to other customers. TINA enables everyone involved in a transaction to know with certainty what happened, when it happened and confirm other parties are also seeing the same.

**Responsibilities**:

* Effectively Communicated with different teams across business transition.
* Acted as Primary Point of Contact for Developments to understand the requirements during development process
* Organized meeting to across teams and Clients throughout the project.
* Communicating with different 3rd party applications to analyze impact of change.
* Documentation of different Business processes on new implementations.
* Guided Testing team to finalize Acceptance criteria for User stories.
* Providing training support for SMEs on upcoming transition.
* Reviewing of final test results with Testing team prior to deployment.
* Supporting business user with basic level of changes on upcoming deployments.
* Gone through the complex User stories, analyzed the requirements and documented for Development and test teams.
* Assisted testing team with test data to test various payments, transactions, investment parcels, return on investments, contributions, taxes, Insurance, Super Stream Roll Ins.
* Communicated the issues encountered during the reviews to the Product owner, Business Analyst, Scrum master.
* Identified the risks and escalated to the management if any process delays.
* Performed root cause analysis for the identified problems by checking logs, console, APIs, tracked defects using Jira and liaised with developers, scrum master and product owners to resolve the defects.
* Monitor Smoke, Cross Browser, Functional, System Integration, Usability, Compatibility, ETL testing, Ad hoc testing along with web responsiveness and reporting to Project Manager.
* Participated in Daily Stand ups, Scrum meetings, Sprint planning, backlog refinement, retrospections and provided valuable feedback.
* Planned and prioritized the testing tasks to successfully achieve the deadline.
* Documented the complex business scenarios and organized knowledge sharing sessions for the Team.
* Have been recognized several times for outstanding work.

**Macquarie IT - Sydney, NSW, AUS Jan 2015 – Sept 2016**

**Junior Test Analyst**

**Project:**

**Four Weeks:**

Four Weeks is a web-based application where in Candidates and Employers can register and interact.

Four Weeks application is a platform where candidates seeking job within 4 weeks can register and update their profiles. Employers can have a search criterion to choose the candidates who are available in next 4 weeks and match those Candidates to the available job opportunities.

**Responsibilities:**

* Performed exploratory testing on the web application and got good understanding on the application.
* Designed, enhanced, and executed the test cases based on the user stories designed by Business Analysts.
* Communicated the issues encountered during the reviews to the Business Analyst, developers.
* Raised and tracked defects using Jira and liaised with developers and other business vendors to resolve the defects.
* Performed Cross Browser testing, Functional, System Integration, Usability, Compatibility, Exploratory testing.
* Participated in client meetings.

**Cognolabs - Hyderabad, INDIA May2011 – Mar2013**

**Junior Test Analyst**

**Projects: Online Attendance System, Get your Campus**

**Responsibilities:**

* Reviewed Business requirements, IT Design documents and prepared Test Plans which involved various Test Cases for all assigned module/projects
* Review Test Requirements, Creating Test Plans and Test Strategy documents.
* Tested the Application using Black box Testing Techniques.
* Created, Updated and Reviewed of Test cases and Test Scenarios
* Identified and prioritized test cases to automate in addition to raising bugs using Mantis and Redmine.
* Tracking defect reports for issue reproducibility.
* Highlighting the defects based upon the severity.
* Provided status reports to project managers and product owners.
* Configuration of the test environment.
* Involved in UAT testing, SIT Testing, Regression Testing and Functional testing
* Involved in daily and weekly review meetings