

## Salesforce Administrator

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### Professional Summary

- Having almost **4+Years** of overall and relevant experience on **Salesforce.com** both in Salesforce classic and Salesforce Lightning
- Strong knowledge on customizing **Salesforce Security Model** like **Profiles, Roles, Permission Sets, Role Hierarchy** and **Organization-Wide Default, Sharing Rules, Manual Sharing.**
- Other **Admin** features like **Users, Workflows, Object Relations, Page Layouts, Record Types, Validation Rules, Formula Fields, Rollup Summary Fields, Approval Process.**
- Good experience on **Flows or Process builder** functionalities.
- Good experience on **Communication templates.**
- Good experience on **Customer and Partner Communities.**
- Configured the **Assignment Rules, Auto-Response Rules** and **Escalation Rule etc.**
- Configured the **Email-to-Case, Web-to-Lead** functionalities.
- Data Migration in Salesforce using **Apex Data Loader** and **Import Wizards.**
- Hands on **Salesforce Reporting (Reports & Dashboards)**
- Good experience on Deployment- **Change sets, Force.com IDE.**
- Good knowledge on **Salesforce Governing limits.**
- Good experience on **Salesforce Community Cloud**
- Good experience on **Sales cloud,Service cloud,Marketing Cloud**
- Good Knowledge on **Salesforce CPQ**
- Ability to work the team and independently based on the business need.

### Educational Qualification

- B Tech (ECE) from VITS, Jawaharlal Nehru Technology University, Hyderabad, 2015.

## Career Experience

- Working with **ATMECS TECHNOLOGIES AS SENIOR SALESFORCE ADMINSTRATOR** from June 2019 to Till date
- Working with **ATT SOLUTIONS INDIA PRIVATE LIMITED** as **SALESFORCE ADMINISTRATOR** from April 2018 to May 2019

## IT Exposure

- **CRM** : Lightning Salesforce.com
- **Technologies:** Force.com, HTML
- **Tools** : Data Loader
- **IDE** : Apex Dataloader, Force.com IDE & Change Sets

## Projects Summary

### Project#5

Project Name : Zuora Project

Client : Zuora

Role : Software Administrator(Classic & Lightning Experience)

Duration : Feb 2021 to till date

Zuora provides cloud cloud-based software via subscription that enables any company in any industry to successfully launch, manage, and transform into a subscription business. Our vision is simple. We call it "The World Subscribed." It's the idea that one day every company will be a part of the Subscription Economy. Our mission is to enable all companies to be successful in the Subscription Economy. Architected specifically for dynamic, recurring subscription business models, our solution functions as an intelligent subscription management hub that automates, integrates and extends the entire subscription order-to-cash process, including billing and revenue recognition. Our cloud-based software solution is the system of record for subscription businesses. Zuora serves more than 1,000 companies around the world, including Box, Rogers, Schneider Electric, Xplornet and Zendesk. Headquartered in the Silicon Valley, Zuora also operates offices around the world in the U.S., EMEA and APAC.

## Responsibilities

- Performed org health-check to understand the org readiness for the migration
- Migrated JavaScript buttons to lightning quick actions
- Provided lightning training to the Client Users on the lightning UI and features of lightning
- LEX Page Creation and assigned based on visibility requirements
- Deployed to the production with the utmost security and rigorous testing
- Profile analysis across multiple orgs using different org comparison tools

- Updated Hard-Coded URLs in the VF Pages, Buttons using Lightning Experience Configuration Converter
- Handled Cases generated by the Users on the lightning configurations,
- Implemented security measures to protect vital business data.
- Set up and controlled user access levels across databases to protect important data

## **Project#4**

Project Name : Entertainment Partners(EP)

Client : EP

Role : Software Administrator(Community Cloud)

Duration : July 2019 to January 2021

Entertainment Partners (EP) is the global leader in entertainment payroll, workforce management, residuals, tax incentives, finance, and other integrated production management solutions with offices in the US, Canada, and the UK. Currently on a mission to digitize the paper-heavy back office processes, EP is the production partner in the evolution of the entertainment industry.

EP collaborates with its clients to help them produce the most cost-effective and efficient film, television, digital, and commercial projects. Its accounting systems and Movie Magic Budgeting and Scheduling programs are the industry standards.

## **Responsibilities**

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked on Community workspace and Community builder as per the requirement
- Worked on all the templates available in the community
- Worked on different types of licence available for community cloud
- Worked on featured topics, knowledge Articles and many more
- Created email templates, self registration functionality for community
- Worked on Chatter, Groups and many more objects required for the functionality
- Developed various Custom Objects, Tabs, validation rules and Visual Force Pages.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Used SOQL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.

- Created profiles and implemented Object and field level security to hide critical information on the profile users.

### **Project#3**

Project Name : EHR –Electronic Health Record

Client : Athena Health

Role : Software Administrator

Duration : Feb 2019 to May 2019

Electronic Health Record (HER) has the most of the key features that any EHR should support: Appointments, Patient Demographics, Clinical Information, Prescriptions, Document Management, Billing etc. It will support basic reporting requirements by State Health Agency and MOH (Ministry of Health). The EHR will be entered by the hospitals and shared by the different level of users, such as MOH, State Health Agency, International Organizations and Mass Media with different permission rights.

### **Responsibilities**

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked with Visual Force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers.
- Developed various Custom Objects, Tabs, validation rules and Visual Force Pages.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- Developed Apex Classes and Apex Triggers for various functional needs in the application.
- Used SOQL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Created profiles and implemented Object and field level security to hide critical information on the profile users.
- Used Force.com **Eclipse IDE** for creating, modifying, testing, and deploying Force.com Application

## **Project #2:**

Client : Century 21 Real Estate LLC  
Role : Salesforce Administrator  
Duration : Aug 2018 to Dec 2019.

Century 21 Real Estate LLC (century21.com) is the franchisor of the world's largest residential real estate sales organization, providing comprehensive training and marketing support for the CENTURY 21® System

## **Responsibilities**

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked with Visual Force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers.
- Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
- Developed various Custom Objects, Tabs, validation rules and Visualforce Pages.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- Developed Apex Classes and Apex Triggers for various functional needs in the application.
- Used SOQL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Created profiles and implemented Object and field level security to hide critical information on the profile users.
- Used Force.com IDE for creating, modifying, testing, and deploying Force.com Application.
- Used Force.com **Eclipse IDE, Data loader, Change Sets** for data and code migration

## Project#1

Project Name : Genworth-Support

Client : Genworth

Role : Salesforce Administrator

Duration : April 2018 to July 2018

Genworth Financial sells a varied variety of insurance products. The client needs to develop an application to maintain the entire products info, helping the Sales Reps to track the same easily. Also, Genworth wants to invite the Partnership applications from the users who are looking for Genworth's partnership. After comparing all the other CRMs, Genworth has chosen Salesforce's world reputed Sales Cloud application which provides the solutions to all their requirements. As part of this implementation project, we have implemented 'Partner Application', which invites the partnership applications from external Genworth's portal.

## Responsibilities

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked with **Visual Force Pages**, Custom Controllers, Extension Controllers, **Apex Coding**, Apex Classes, Apex Triggers.
- Worked with various salesforce.com objects like **Accounts, Contacts, Leads, Campaigns**, Reports and **Opportunities**.
- Developed various Custom Objects, Tabs, validation rules and Visualforce Pages.
- Created page layouts, search layouts to organize fields, custom links, related lists.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- Developed Apex Classes and Apex Triggers for various functional needs in the application.
- Used SOQL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Security Controls like Profiles, Permission Sets, Roles etc
- Used Force.com **Eclipse IDE, Dataloader, Change Sets** for data and code migration.