**W O R K E X P E R I E N C E**

* Experience in CRM Platform as an Administrator/Business Analyst in Sales cloud and Service Cloud Worked on sales and service cloud platform creating and updating accounts, contacts, opportunities, sales orders, submitting the sales orders
* Hands-on experience working with Custom Objects, Custom Fields, Picklist, and Visualforce pages Experience in Salesforce.com Configuration, such as Page Layouts, Record Types, Validation Rules, Workflows, Email templates, Approval Processes, Process Builder, Flow Designer.
* Experience in Implementing Security model through profiles, permission sets, sharing rules and sharing settings at object, field and record level
* Worked on creating Report Types, Reports, Dashboards, Dynamic dashboards and scheduling reports Experience in Lightning Component and Lightning App Builder
* Excellent Problem solving, Analytical, Communication and interpersonal skills with the ability to communicate confidently with all levels of employers

**T E C H N I C A L S K I L L S**

* Salesforce Platform
* Visual Force (Pages, Components & Controllers), S-Controls, Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse IDE Plug-in, Leads, Opportunities, Quotes, Order Management, Account Management, Case Management, Data Cleansing andDe- duplication
* Business Modeling Tool
* MS Visio, MS Project
* Languages/Scripting Languagues C, C++, HTML, Apex
* Operating Systems
* Windows XP, Windows 7/8, MAC

**C E R T I F I C A T I O N S**

Salesforce.com Certified Administrator (ADM 201)

Salesforce Business Analyst

**E X P E R I E N C E**

**Irvine - CA February 2020 – Present Role: Salesforce Administrator / Business Analyst**

**Responsibilities:**

* SFDC Application Setup activities and customized the apps to match the functional needs of the org. Created Custom Objects, defined lookup and master-detail relationships on the objects
* Created workflow rules, defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic
* Worked on Service Cloud and Sales Cloud implementations.
* Experience in developing and maintaining email templates within Marketing Cloud Developed Lightning apps using Lightning Components and made them compatible with the Salesforce1 mobile app
* Used Lightning process builder for visualizing and creating automated business processes. Administrated and monitored the company's Salesforce CRM application. Created the workflows for automated lead routing, lead escalation, and email alert
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field- Level security, and configured their sharing settings

**Santa Ana - CA January 2019 – February 2020**

**Role: Salesforce Administrator / Business Analyst**

**Responsibilities:**

Worked collaboratively with team members to design a solution that will meet a client’s business requirements and fulfill user stories

Worked with clients to gather, understand, and define business requirements

Performed the Administrator role by creating roles, profiles and configured the permissions based on the organizational hierarchy requirements.

Developed and implemented techniques to improve productivity, efficiencies, and to resolved issues. Collaborated with marketing leadership to collect data from salesforce automation in order to enable the Company to be more proactive.

Developed customized dashboards, reports, and processes within SFDC to improve visibility to activities, pipeline, and forecast.

Designed and developed project documentation using MS Office.

Worked on various standard Salesforce objects like Accounts, Opportunities, Campaigns, Leads, Contacts, Cases, Reports, and Dashboards.

Developed various SFDC Custom Applications, Custom Objects, Tabs, Custom Reports and Dashboards

**Fullerton - CA October 2017 – December 2018 Role: Customer Success Specialist**

**Responsibilities:**

* Helped drive adoption and maintain top accounts with key stakeholders.
* Generated analytical utilization reports to influence renewal business and drive user adoption. Finalist for Employee Star Award: a company-wide award for employees who consistently promote customer success and help to achieve company objectives.
* Planned & executed give technology meetups, and other events.