



NITYA LAKSHMI PATIL

+1-510-371-5273 | nityapatilsfdc@gmail.com | www.linkedin.com/in/nitya16

PROFESSIONAL SUMMARY

- Around 4+ years of overall professional experience in Salesforce CRM platform as an administrator analyst.
- Experience in **Administration, Configuration, Implementation, and support** experience with Salesforce platform.
- Experience in **Salesforce Sales Cloud, Service Cloud, Salesforce.com CRM** with proficiency as **administrator**.
- Deployments done using **Change sets** from Sandbox to sandbox and sandbox to production.
- Experience in using **data loader** and **demand tools** for bulk API data insert, update and delete operations in Salesforce.
- Maintenance of installed **Managed Packages** like **DocuSign** and **Drawloop**.
- Managing **Sandboxes, Users and Profiles**.
- Production **deployments** and its **Maintenance**.
- Responsible for Production data **updates/inserts/deletes**.
- Maintenance of installed Managed Packages.
- Experience in analyzing the business requirements to design on salesforce.com platform by creating required entities like **custom objects, custom fields**, creating the relationships/junction objects like **Master-Child, lookups, Workflow rules, Reports, Dashboards, Process builder flows, Email alerts, Page Layouts and validation rules**.
- Experience working in a development environment that follows both **Waterfall** and **Agile (SCRUM)** methodologies.
- Worked with Visualforce Pages, Custom Controllers, **Apex Classes, Apex Triggers**.
- Written **SOQL and SOSL** queries in Apex.
- Experience in working with **Atlassian product Jira, Buganizer** and **UTP** tools.
- Excellent advanced strong technical, problem solving, troubleshooting skills and project management skills.
- Excellent **written and verbal communication skills** to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.

Certifications:

- Salesforce Administrator
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant

Certifications Verification link: <https://trailhead.salesforce.com/credentials/verification>

Certifications Verify by Full Name: Nitya Lakshmi Patil



SKILL SET:

Salesforce Technologies	Apex Language, Apex Classes, Apex Triggers, Visual force Pages, Custom settings, Salesforce Communities, Chatter
Force.com Tools	Apex data Loader, Demand Tools.
Wireless Networks	LTE, LTE-A, WCDMA/UMTS, CDMA, GSM/GPRS/EDGE, 802.11a/g/n/ac and Bluetooth
Programming Languages	C Language, Apex & Linux (Ubuntu)
Operating Systems	Linux/Unix System administration, Windows, iOS
Tools	SQL Server management Studio, SQL Profiler, Microsoft visual studio2008 / 2012, JIRA, GIT, Bitbucket
Office Tools	Microsoft Excel, MS Office

WORK EXPERIENCE

Employer: eTouch Systems Corp

Client: Google, Mountain View, CA

Role: Salesforce Consultant

Duration: October 2018 to Till Date

- Working with product owner and business users in requirements gathering and implementing them in Salesforce CRM.
- Created several fields which includes formula, picklist, global value sets, text, text area lookup and master detail relationship fields.
- Created roles, sharing rules, profiles and permission sets to control field level and record level access across the organization.
- Created Reports and dashboards for users for Case Management system.
- Perform unit testing, regression testing, functional testing and performance testing of new application functionality.
- Used Data loader and Demand Tools for production bulk data inserts and updates by creating scenarios in Demand Tools.
- Configured DocuSign and Drawloop by Integrating in Salesforce and providing support in user management for managed packages.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Automated workflow approval Process whenever there is a new case from coordinators and service representatives, the managers gets emails for approvals and approves the cases.
- Knowledge on **Salesforce Lightning Process Builder** , **Lightning UI/UX**, **app builder** and creating **Visual Workflows**, salesforce support **communities** and **Chatter** groups.



- Developed and Customizing salesforce.com application based on the user needs.
- Developed field & page layout customization for the standard objects like Account, contact, Leads.
- Maintained and gave permissions to communication templates based on Profiles.
- Created Reports and Dashboards as per the customer requirements.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.
- Worked on data migration from databases to SFDC using Data Loader.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Created new custom objects, assigned fields, custom tabs, components, custom reports.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.

Employer: CYNET Systems Inc

Client: INTEL Corporation, Santa Clara, CA

Role: Salesforce Admin Analyst

Duration: April 2017 to April 2018

- Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
- Created unit test cases and coordinated change requests to drive the business requirements during Integration and Testing stages
- Working with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in Salesforce.com CRM.
- Created the workflows for automated lead routing, lead escalation and email alerts.
- 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).
- Worked on web application firewalls and application layer gateways.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
- Used field level security along with page layouts to manage access to certain fields.
- Developed SOQL and SOSL queries to get data from different related objects.
- Created fields, layouts, custom objects and validation rules.
- Created public groups, Queues, List views and sharing rules.
- Worked on creating new reports and dashboards as per client needs.
- Deployed the complete application in incremental change sets
- Analysis of user requirements, create and modify block diagrams and logic flowcharts.



Client: ANRITSU, Richardson, TX

Role: Protocol Library Intern/ Software Tester

Duration: Aug 2015 to Dec 2015

- Testing protocol test libraries against the latest mobile devices using Anritsu developed test systems (Rapid Test Designer) and external software products/applications.
- Responsible for finding the applicability of tests, defining scope, configuring the system/device, defining the pass/fail criteria based on different applications.
- Analysis of user requirements, create and modify block diagrams and logic flowcharts.
- Involved in designing the user interfaces.
- Assisted support team with software & firmware upgrades, running and validating tests and debugging platform issues.
- Helped debug and investigate issues that arise in development and maintenance releases.
- Analyzing errors from Anritsu Protocol Analyzer logs/ Wireshark traces and tracking defects using bug reporting system JIRA.

Client: Lince Soft Solutions Pvt Ltd, Hyderabad, India

Role: Test Engineer

Duration: Aug 2013 – July 2014

- Monitor/create performance test suites that run within performance testing environment, and work closely with developer teams to identify issues and key areas for improvement and optimization.
- Log and manage bugs/performance issues with Development team.
- Establish good working relationships with peers and coworkers.
- Work closely with Quality Assurance and Software Development teams to develop/validate test scripts, manual and automation.
- Communicate feature development to the wider QA team and provide documentation where necessary.
- Analyze and provide feedback on artifacts delivered throughout the development process.
- Work with multidisciplinary teams to define and improve cross-functional processes.

EDUCATION

Masters in Electrical Engineering w/ Telecommunications Specialization MAY 2016

Southern Methodist University, Dallas, Texas (3.5/4.0)

Bachelors in Electronics and Communication Engineering

MAY 2014

Jawaharlal Nehru Technological University, India (3.5/4.0)