# Ravneet Kaur Tung Certified Salesforce Admin

**Wilmington, DE**

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**Professional Summary:**

* **Experienced Salesforce Lightning Administrator with around 5 years of experience working for Financial, Government and Consulting organizations**.
* Good knowledge in all phases of SDLC including requirements gathering and analysis through **Design, Development, Testing, Implementation, Deployment and Maintenance**.
* Experience in working with **Agile and Waterfall Methodologies**
* Experienced using **Salesforce Lightning UI**.
* **Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features**.
* Hands on Experience on lightning Created pages on lightning for page responsiveness.
* Experience in developing custom applications and solutions using SFDC Force.com platform using **Apex, Visualforce, Force.com**, IDE**, SOSL, and SOQL**
* **Strong Experience in Salesforce Customization, Data Validation, Sales Cloud, Marketing Cloud, Service Cloud, Customer Service and Support Development and Administration**.
* Highly proficient in designing **Custom Objects**, Standard and **Custom Reports**, and Dashboards.
* Good knowledge in **migrating Classic to Salesforce Lightning** to support business processes with new environments.
* Experience in Building Lightning Components and Process Builders.
* Good team player with ability to adapt quickly in any environment.
* Excellent interpersonal skills towards building relationships at all organizational levels.

**Professional Experience:**

**Salesforce Administrator**

**HK Technology Consulting LLC| Wilmington, Delaware** **Dec 2020 - Present**

* Working as a Salesforce admin for Immigration firm based in Canada. Involved in business requirement gathering, analyzing the requirement, and documenting the requirements.
* Implemented Marketing and Sales processes covering Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management etc.
* Assisted Developer on developing custom applications using **APEX, JavaScript, VisualForce, AJAX, HTML, CSS**.
* Understanding Salesforce security and applied the Organization Wide Default, sharing patterns, profiles or permissions to the applications.
* Involved in SFDC Administrative tasks like creating Profiles, Roles, Users, and Custom Permissions.
* Developed Test classes and automated to validate business logic and avoid production issues.
* Working closely with other developers in the team including business analyst, QA analyst and project managers.

**Salesforce Admin**

**BC HYDRO (Public Utility Organization) | Burnaby, British Columbia Feb 2020- Nov 2020**

* Working with all business units to identify ways to improve process execution and achieve strategy using Financial Services Cloud. Monitor data integrations to ensure all data feeds are in working order and support customer 360.
* Building and enhancing complex solutions on Salesforce Lightning using flows, process builders, workflows, approval process, fields and its relationships, complex validation rules, triggers etc.
* Supporting **UAT testing** and user training for current and new users while managing and refreshing Sandbox environments.
* Created test scenarios on Sandbox environment and migrated processes to deployment upon successful testing.
* Strong experience in deploying Salesforce components across various **Sandbox** and production instances using Change Sets
* Involved in testing and deploying the application in UAT and performed production fixes.
* Performing bulk data loads using data loader and duplicate data management using de-duplication techniques and implementing duplicate and matching rules and building complex reports.
* Managing setup of new and existing users and their permissions using profiles, permission sets and roles, license management and its cost tracking in Salesforce.
* Designing and developing the system UI based on the business requirements and enhance the system accordingly.
* Created **customized UI on Service cloud** as per the client and application requirements using Visualforce.
* Supporting deploy changes using standard Salesforce processes in compliance with company change management policy.

**Environment:** Salesforce.com platform, Apex, VisualForce Pages/Controllers, Security Controls, Roles, Profile Access, Custom Objects, Custom fields and permissions, Page Layout set up, Record Types on Case Object, Custom Validation Rules on different objects, Workflows, Assignment Rules, Meta data, import and export on Data Loader for bulk data, JIRA**.**

**Salesforce Admin/ Analyst**

**MRG GROUP| Vancouver, British Columbia, Canada Aug 2017- Aug 2019**

* Involved in customer requirement gathering, analyzing the requirement, and documenting the requirements.
* Implemented Marketing, Sales and Human Resource processes covering Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management etc.
* Agile Development Methodology was followed for the implementation
* Created email templates and inbound emails using Visual force for the clients and customers.
* Developed workflows and approval processes for various policy managements.
* Configured Role based Authorization on Object/Field Level.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, **workflow**, Triggers
* Created Salesforce Lightning Components based on different business requirements
* Worked on Apex **Classes**, Controller Classes and **Apex Triggers** for various functional needs in the application.
* Involved in writing triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Build and managed personalized customer journeys for MRG Group using Marketing cloud
* Digitalized the sales platform by helping Managers manage Leads, converting leads into opportunities and automation of administrative tasks, saving time and cost.

**Salesforce Analyst**

**ACCENTURE INC.| Burnaby, British Columbia, Canada July 2016- Aug 2017**

* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Force.com API, and Web Services.
* Designed, developed, and deployed the Custom objects, Entity-Relationship data model, Formulas, Validation rules on the objects, Page layouts, Custom tabs, Components, Roles, Profiles, Public Groups, Permission Sets, Custom Settings and Labels to suit to the needs of the application.
* Used Lightning Process Builder for Visualizing and creating automated business processes.
* Added Lightning Component to Lighting Pages and Record Pages.
* Hands on experience in creating Triggers for various kinds of enhancements in the project.
* Created Visual force and HTML Email templates to be sent to the users depending on the action they perform after they log into the community.
* Built apps visually with Lightning App Builder, Lightning Components and lightning connect integrations across multiple connections.
* Implemented pick lists, dependent pick lists, lookups, Junction objects, master detail relationships, validation, and formula fields to the custom objects.

**CSW Program Lead**

**TDCSS | Terrace, British Columbia, Canada Oct 2015- Mar 2016**

Successfully managed service delivery and operation components of Community Support Worker Program, a comprehensive Training Program by developing clearly defined project goals, deliverables, measuring project success through measures of performance and effectiveness, and managing project budget, scope, and timeline

**Shiva Group of Companies**

**Project Manager| Ludhiana, India May 2010- July 2015**

Joined as a campus recruit as HR Information Systems Analyst and then later moved into IT department as Project Manager.

* As HR Information Systems Analyst was responsible for adoption of HR IS technology platform, Talent Acquisition, Payroll Benefits Administration, Training and Development and Client Relations and Diversity.
* As Project Manager liaised between technology vendor and business users in development and implementation of SAP ERP platform across enterprise

Education Details:

* **MBA (Human Resources)** –Amity Business School, India - 2010
* **Bachelor of Science (Economics)-** Punjabi University, India (Gold Medalist)- 2007
* **Certified Salesforce Administrator (ADM 201)**

Technical Skills:**Salesforce Technologies:** Salesforce CRM, Apex Language, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. Outbound Messages, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy.
**Databases**: Microsoft SQL Server, Oracle

**Project Tracking Tools**: Version One, JIRA

**SDLC Methodologies:** Agile and Waterfall