**HARSHITA RANJAN**

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**5 years 4 months** of experience on salesforce platform. Having excellent analytical, communication, Leadership qualities and interpersonal skills. Also, I am SFDC ADM- 2O1 certified. I am a Quick learner and capable of working independently as well as part of a diverse team to customize Salesforce.com environments.

**ACADEMIC CREDENTIALS**

* Completed B.E. (CSE) (2010-2014) from Technocrat Institute of Technology (RGPV) with 71.3%.
* 12th from Bal Mandir School Senior Secondary School, New Delhi with 60% in 2010.
* High School from Bal Mandir School Senior Secondary School, New Delhi with 82.6% in 2008.

**SKILLS**

**Technical Skills:**

* **Application Programming –** Basic knowledge of: Apex, Visual force, Custom fields, VF Pages, MIS
* **Platforms-** Salesforce-CRM
* **Tools -** Data loader, Jira, Instabot, Marketing Cloud Admin setup, DemandTools, Pardot, Zoominfo
* **Database Skills -** MA Access, force.com connector

**Interpersonal Skills –**

* Able to get along well with co-workers and accept supervision. Received positive evaluations from previous supervisors.
* Possess good inter-personal skills, strong commitment towards task completion with an inherent quality - conscious approach in testing.
* Excellent client service skills.
* Ability to work independently as well as part of a team.
* Strong relationship building/relationship management skills and networking skills.
* Team-oriented with a proven ability to work on multiple projects at the same time.
* Willing to try new things and am interested in improving efficiency on assigned tasks.

**EMPLOYMENT RECITAL**

**July 2019 – Present with Toluna Corporate**

**(Salesforce Administrator)**

Working as a Salesforce Administrator for **Toluna Corporate**, India. [July 2019 - Present].

* Assist in developing and maintaining documentation on processes, policies, application configuration, and help related materials
* Manage operational requests and troubleshoot issues, working with diverse user groups
* Customize Salesforce.com fields, page layouts, record types, validation rules, workflow rules, process builder, app builder, reports, and dashboards
* Provide high quality support via both email and ticket system
* Manage mass imports and exports of data, creating and managing campaign. Importing bulk leads.
* Managing with marketing cloud team
* Manage instance to ensure data integrity
* Act as the primary point of contact for Salesforce users
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Conducted training on all salesforce related systems to sales and marketing teams.
* Created training materials based on business requirements.
* Provided support to 150 Salesforce users worldwide and acted as the primary point of contact for end-user support.
* Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels.
* Worked on integration of multiple applications: Instabot, Zoominfo, self-embedded applications and directly worked with Marketing Cloud Team and Pardot team for integration.
* Transition of all users from classic to lightning.

**April 2016 – June 2019 with Moody’s Analytics**

**(Senior Analyst and Associate)**

Working as a Salesforce Administrator for **Moody’s Analytics**, India. [April 2016 – June 2019].

* Responsible for creating Custom Objects and Fields.
* Creating profiles, accounts, objects, contacts according to client’s requirements.
* Working on marketo.
* Creating and converting leads.
* Working and managing cases.
* Managing/updating contacts and accounts.
* Working on data loader and MA access.
* Created the MIS Reports.
* Case management.
* Merging accounts and contacts.

**June 2014 to March 2016 with Global Connection**

**Salesforce administrator and developer**

**Experience History (2):**

Worked as a Salesforce Administrator and Developer for **Global Connection**, India. [June 2014 – March 2016].

* Involved in preparing the client document as per the Client discussion.
* Build Test methods, Apex class and Visualforce Pages.
* Experience configuration deployment using Change Set.
* Develop visual Force pages to implement custom functionality.
* Responsible for creating Custom Objects and Fields.
* Created the Reports and Dashboards to analyze the Sales visibility.
* Involve in gathering requirement from client.

**Project Names:** 1.Network Management Company

 2. NGO Based Client

**Place: -** New Delhi **(HARSHITA RANJAN)**