**Rino Reji Philip**



**Salesforce Admin**

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**SUMMARY**



* 3+ years of experience as a Salesforce Administrator in SalesForce.com CRM Platform across multiple industries involving building, customizing, and administering on cloud applications.
* Good experience in Software Development Life Cycle (SDLC) using various methodologies including Agile, Waterfall, and other client-specific internal methodologies.
* Good knowledge of Salesforce.com tools like Force.com IDE, and Force.com Platform, and Force.com Explorer.
* Knowledge of Apex Language, Apex Trigger, Apex Class, Test Methods, Web Service, Visual force Pages, Visual force Components Controllers.
* Good Knowledge of customization, configuration, integration, Eclipse IDE, Apex, Visual Force, and integration tools like Apex Data Loader.
* Proficient in Administration, Configuration, Implementation, and Support of Salesforce CRM.
* Good knowledge of various Salesforce Administrations tasks like Reports, Dashboards, page layouts, Workflow rules, Field Updates, Email Templates, Roles, Profiles, Formula fields.
* Have a good working knowledge of querying the Salesforce.com database using SOQL & SOSL queries.
* Proficient in Salesforce administrative tasks created profiles, roles, users, page layouts, e-mail services, reports, and dashboards.
* Proficient in designing and implementing and customizing Profiles, Tabs, Custom Objects, Reports, and Dashboards to achieve complex business functionalities.
* Good knowledge of Salesforce Security features like creating Profiles, Roles, Permission Sets, OWD, Role Hierarchy, Sharing Rules, etc.
* Proficient in creating Page Layouts, Email services, Approval processes, workflow alerts.
* Good knowledge of Salesforce box Data model and modeling in Salesforce by creating Custom Objects, Formula Fields, Roll-up Summary Fields, Field dependencies.
* Well versed in understanding CRM business processes like Forecasting, Campaign management, Lead Management, Territory Management, Order Management, Account Management, Case Management, pipeline management, and merging management in a multi-tier environment.
* Good Experience in working on different Operating Systems like Windows and Linux.
* Good Interpersonal Skills, team-working attitude, takes initiative, and very proactive in solving problems and providing the best solutions.



**SKILLS**



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| **Methodologies:** | SDLC, Agile, Waterfall |
| **Salesforce Technologies:** | Salesforce CRM, Apex Classes, Controllers, Apex Trigger, SOQL, SOSL, Reports, Apex Data Loader, Workflow & Approvals, Dashboards, Custom  Objects, Custom Tabs, Visual Force pages |
| **IDE:** | Eclipse |
| **Salesforce and Integration Tools:** | Force.com IDE, Force.com Platform, Force.com Explorer |
| **Database:** | Oracle, MySQL |
| **Operating System:** | Windows, Linux |





**Bachelor in Computer Science**

Cabrini University, PA





# Salesforce Admin

## Baxter International, PA | Jan 2020 - Current

* Worked on Agile methodologies where requirements, design, testing, deployment needs to be done as early as possible.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Performed various Data Migration activities like Insert, Update, Upsert, Delete, and Export using Apex Data Loader.
* Implemented the requirements on Salesforce.com platform, Force.com Explorer, and Force.com IDE Plug-in using Eclipse followed by utilizing different products available in AppExchange as required.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports, and dashboards.
* Customized application to extend Salesforce functionality and wrote Apex Classes to provide the functionality to the Visual Force pages.
* Designed and developed Apex Classes, Controller Classes, extensions, and Apex Triggers for various functional needs in the application.
* Configured Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on daily basis.
* Involved in data-mapping and migration of data to SalesForce.com Objects and fields.
* Wrote SQL commands and Stored Procedures to retrieve data from MySQL and Oracle databases.
* Used MS Office extensively (Word, Excel, PowerPoint) for analysis, presentation, and documentation throughout the project.
* Developed and configured various Reports for different user profiles based on the need of the organization.

**Environment**: Agile, Apex Classes, Apex Triggers, Apex Data Loader, Visual Force pages, Salesforce.com platform, Force.com Explorer, Force.com IDE, Eclipse, SOQL, SOSL, Workflow Alerts, Approval, SQL, MySQL, Oracle, MS Office.

# Salesforce Admin

## Cigna, PA | Jan 2018 - Dec 2019

* Involved in analysis, development, implementation, testing, and maintenance of the Complete Software Development Life Cycle (SDLC) projects using Waterfall.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers, and Visual Force pages to develop custom business logic.
* Administrator for different salesforce.com CRM application for sales cloud and service cloud.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports, and Dashboards.
* Implemented the requirements on the Force.com platform and Force.com IDE Plug-in using Eclipse.
* Managed different users and customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles and groups.
* Wrote custom controllers implementing complex code for retrieval from Salesforce to Visual Force pages.
* Configured and maintained Salesforce.com application user Profiles, Roles, Permissions sets.
* Configured various Custom Reports and Report Folders for different user profiles based on the need of the organization.
* Created new User Accounts and assigned Profiles as per their role in the role hierarchy.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts, and Field Updates.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules, Reports, Dashboards.
* Created and maintained User Roles, Security, and Profiles that were required for the Salesforce Knowledge implementation.
* Participated in the training sessions provided by the Salesforce team and support end-users.

**Environment**: SDLC, Waterfall, Force.com, Apex Classes, Apex Triggers, Force.com platform, Force.com IDE, Eclipse, Visual Force pages, salesforce.com.