

Work Authorization: H4 EAD (authorized to work in USA - no visa required)

Work Arrangement: Contract (Corp-to-Corp via Firebolt Consulting)

Experience Summary: 5+ Years of Salesforce experience in BA, Administrator, and Tester

Salesforce Certifications:

- Salesforce Certified Administrator
<https://trailhead.salesforce.com/credentials> (ID: 20969329)

Salesforce Super Badges:

- Lightning Experience Reports & Dashboards Specialist
- Security Specialist
- Business Administration Specialist
- 61,000+ on Salesforce Trailhead
<https://trailblazer.me/id/meenuarun14>

WORK EXPERIENCE:

Salesforce Administrator: Oct 2019 – Present **Prism Architecture (FL, USA – remote)**

- Analyze CRM Options and recommend Salesforce Enterprise Edition
- Map Business Processes for Leads, Opportunities, Service Tickets to Salesforce
- Install Zendesk on WordPress Website: Zendesk Chat and Zendesk Tickets
- Migrated data from Excel and Outlook to Salesforce
- Integration for Leads & Cases with Nextiva (Phone) to allow in-context calls from Salesforce
- Integrated Email for Contacts & Appointments using Outlook
- Integrated WordPress for Web-to-Lead
- Configure UI & Processes, User Access Control, Reporting & Dashboard Design, Workflows
- Tools & Methodology: **Salesforce**, Zendesk, Nextiva, Agile, MS Project, MS Office

Salesforce Administrator & Tester: Jun 2019 – Sep 2019 **Sea Save (CA, USA - remote)**

- Develop and Support Salesforce Implementation for Donor Management
- Design Process Automations using Flows, Process Builders, and Workflow
- Designed repeatable process for data load using NPSP Data Loader
- Developed Custom Objects and Fields to support entity
- Designed Dashboards and Reports for Management and Line Staff
- Review requirements with Developers and Testers
- Help Tester document Test Scenarios and review Test Cases
- Tools & Methodology: **Salesforce**, Agile, JIRA, MS Project, MS Excel



CRM Admin and Teacher: Feb 2019 – Jun 2019 **Rosehill Kindercare** (WA, USA – onsite)

- Worked with about 20 young ones, caring for and teaching them basics
- Learning collaboration and situation handling skills
- Managed MS Access -based CRM Application to manage Teacher Shifts and Student Fee

Salesforce Admin Assistant: Feb 2016 – Dec 2018 [**Sandbox Computers (CA, USA – onsite)**]

- Mapping Processes for Leads & Opportunities, Sales, Service Tickets, Marketing Campaigns
- Worked on Data Migration from Legacy System and external sources and Validation Rules
- Integration for Leads & Cases with Ring Central (Phone), Email (Gmail), Web (WordPress)
- Configure UI & Processes, User Access Control, Reporting & Dashboard Design, Workflows
- Experience with Lead Management and Case Management
- Performed workflows, e-mail services and approval processes through customization
- Led Unit Testing, Test Coverage and Code Review
- Supervised logs and notification services for scheduled automation processes and data loads
- Experience in exporting the data to Excel Files and Text Files from database.
- Tools & Methodology: Salesforce, Agile Scrum, JIRA, Google Drive, MS Project, MS Excel

Computer Skills:

- SALESFORCE: Administration, Configuration, Automation, Lightning Builder, Data Loader
- PROJECT MGMT: Jira & Confluence
- PROGRAMMING: Java: for Selenium and Salesforce
- TESTING: Selenium for Salesforce Testing

Education:

- Bachelor of Engineering, Anna University (Chennai, India) 2008-2012

Hobbies:

- Gardening and Artwork

