

Prerna Thakur

Pune | 9453058944, | thakur.prerna995@gmail.com

Professional Summary

Certified Salesforce Administrator with 7+ years of experience. Committed to work as a Salesforce Expert to seek and maintain full-time position that offers challenges utilizing interpersonal skills, excellent time management and problem solving skills.

Certifications

- Salesforce Certified Administrator.
- Salesforce Certified Advanced Administrator.
- Salesforce Certified Platform App Builder.
- Salesforce Certified CPQ Specialist.
- Salesforce Certified Platform Developer 1.
- Salesforce Certified Omnistudio Developer.

Experience

LEAD ENGINEER | 01/2022 - Current

Apisero [Now NTTData] - Pune, India

- Worked on creating Flows as per user requirement.
- Worked on customization such as Page layouts, Dynamic Pages etc.
- Worked on User Management - Profiles, Permission set, Sharing rules etc.
- Used Data Management tools such as Data loader and Workbench.
- Worked on Reports & Dashboards.
- Used Change Sets to deploy changes in QA, UAT & Production.
- Have basic knowledge of Omnistudio FlexCards, Omniscript, DataRaptors and IPs.
- Worked on CPQ tickets which includes Quote and Quote line creation, Product creation, Price rule configuration etc.
- Closely working with the Business, Stakeholders to gather the requirement's.
- Worked on the enhancement's, Incidents on Jira, Azure dashboards.
- Managing the Salesforce Administrator team in India.
- Worked on raising user access requests through Identity IQ (SailPoint), creating GUS workitems, managing documents through Quip and confluence, etc.

CONSULTANT | 12/2016 - 01/2022

Capgemini - Hyderabad, India

- Worked in a Java Maintenance Project for an Internet Banking Private Site.
- Bank account Center allows user to register, access their bank accounts, check available balances etc.
- User can perform operations like Funds Transfer, Bill Pay, Subscribe for Alerts, Overdraft Protection etc.
- Worked on applications which comes into picture when user logged into BAC.
- Experience in resolving Pre-Prod environment defects.
- Worked on Regression Testing.
- Used various tools such as SOAP UI, SecureCRT for checking logs, Service Now, GitHub, Postman etc.
- Switched to Salesforce and worked on Creating new custom objects, assigned Fields, Dependent Picklists, Record lists, Custom tabs, Components and Custom Apps.
- Worked on creating Validation Rules, Approval Process, Duplicate and Matching Rules, Workflows and Process

Builder.

Skills

- User Management
- Data Management
- Reports & Dashboards
- Data Loader
- Change Set
- Flow Builder

Education

AKTU University from Maharana Pratap Engineering College - Kanpur, UP | B.Tech
Electronics & Communication Engineering , May, 2016

Kendriya Vidyalaya R.D.S.O - Lucknow, UP | HSC
March, 2012

Kendriya Vidyalaya R.D.S.O - Lucknow, UP | SSC
2010

Trailhead Profile

<https://trailblazer.me/id/pthaku5>