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# Uma Sai

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# Summary

* Certified professional in Salesforce Administration with profound knowledge on all phases of Software Development Life Cycle (SDLC), quality management system and project life cycle process.
* Extensive knowledge of Salesforce.com implementation cycle in Sales module.
* Proficiency in administrative tasks like creating Profiles, roles, Security access, Email services, Approvals Process, Reports, Dashboards, Developed Formula fields, Work Flow rules and Validation rules
* Good Knowledge in Creating page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
* Designed custom formula fields, field dependencies, validation rules, workflow rules and approval processes for automated alerts, field updates and email generation.
* Knowledge in Force.com Apex Classes, Apex triggers and designing Visualforce pages.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Good insight in the concepts of Lightning Experience and Lightning Design Systems with technical background in front-end development using HTML 5, CSS 3 and JavaScript.
* Detailed knowledge of Salesforce.com-CRM architecture.
* Expertise in maintaining the functional areas of Data Management, Campaigns, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Experience working with **Sales cloud** and **Service cloud.**
* Good hands on experience in Batch Apex and Scheduler apex.
* Hands on in using Salesforce.com data tools (Data Loader, Import wizard, Workbench).
* Excellent documentation skills using MS office, google sheets and confluence
* Team player and a quick learner, able to work in high pressure situations
* Dynamic and versatile, able to adjust in any kind of team environment
* Able to work individually as well as part of a team
* Experience with traditional and agile software development methodologies
* Goal driven, always meet or exceed expectations, able to consistently meet deadlines
* Excellent troubleshooting and problem solving skills
* Able to work with external partners and third party vendors to meet the project needs
* Familiar with Agile Scrum and waterfall methodologies

## Education

* Masters in Computer Applications from Vaagdevi College, JNTU, India

Certifications

#### Certifications

* Salesforce **ADMIN-201** Certified Administrator.

#### Technical Skills

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| **Force.com** | Apex Custom Controllers and Extension, SOQL, SOSL, Visual Force (Pages, Components & Controllers), Workflow & Approvals, Validation rules, Dashboards, Reports, Custom Objects, Salesforce Lighting, Applications,Force.com Eclipse Plug-in, Process Builder, Public sites , Communities. |
| **Web Technologies** | HTML , CSS, JavaScript, Jquery, XML,Core Java |
| **Tools** | Eclipse, Dataloader, SOAP UI, Workbench,MS Office,MS Excel,MS power point. |
| **Operating Systems** | Windows 7, XP and Linux ,Microsoft office,Excel,powerpoint |

**Salesforce Administrator**

**Johnson & Johnson**

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April 2018 to Till Date

**Responsibilities:**

* Worked on salesforce service cloud and sales cloud and Performed the roles of salesforce administrator.
* Worked on salesforce Lightening components for building customized components.
* Good experience and good understanding of lightening mode and its features.
* Customized and created different custom objects on Service cloud; cases, Entitlement, solution and E-mail.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and components to suit to the needs of the application.
* Created Workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic
* Created profiles and implemented object level, field-level and record-level security and man- aged roles, visibility settings
* Create new fields, layouts, and record types
* Responsible for users and user access management
* Primary resource for user management and user access management
* Provided declarative solutions for business problems
* Created case management process, by creating case assignment rules, escalation rules and teams in the testing phase.
* Helped manage and troubleshoot third party packages during production issues
* Assisted production support team with investigation and troubleshooting of issues reported from production
* Created CSV files for import and export of data from salesforce for data migration purposes.
* Maintained user queues and assignment criteria for new cases
* Created sharing rules for record access management
* Created and maintained process builders to support business use cases
* Documented salesforce processes for business and technical users
* Coordinated sandbox refreshes with development lead
* Primary resource for data migrations from sandbox to production and vice versa
* Helped development and testing teams with salesforce related tasks and test data in salesforce.
* Worked with other salesforce admins working on marketing cloud to setup Pardot in sandboxes and production environment.
* Deployed apex classes and other custom changes from sandbox to production using change sets
* Performed testing on custom configurations and custom code in sandboxes
* Worked on various standard objects including Accounts, Contacts, Cases, Reports and Dash- boards.
* Managed Salesforce application user profiles, roles, permissions, generating security tokens, validation rules
* Installed app exchange packages in salesforce environments and updated periodically
* Helped business users with custom reports and dashboards
* Participated in analyzing the requirements, preparing the design documents based on the specifications
* Participated in scrum meetings to provide input and status for new feature developments
* Administration of salesforce environment; responsibilities include customizing and implementing security settings, approval processes and assignment rules.
* Worked with scrum team and built customizations to support new salesforce development
* Worked with the QA and UAT

## About Myself

I am a self-motivated person with desire to learn, excel and with an initiative to go that extra mile with my leadership qualities and technical abilities. I also have accomplished some certification to document my abilities.I would like to describe myself as a dynamic learner with a zeal to learn and explore new things at every mile of the life. I would like to be a part of an organization, where I can utilize my knowledge, skills and attitude for mutual gains and I establish my dream career.

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