

JYOTHIKA JAGILINKI



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Clarksburg, MD 20871

PROFESSIONAL SUMMARY

6+ years of experience in the Salesforce.com CRM Platform. Proficient in all phases of SDLC including requirements gathering and analysis through project Design, Development, Testing, Implementation, Deployment, and Maintenance. Experience in Administration, Configuration, Implementation and Support of Salesforce CRM applications.

SKILLS

- Salesforce Sales, Service and Marketing cloud expert
- Detail-oriented and deadline-driven team player
- Proactive and Multitasking Abilities
- Teamwork and Collaboration
- Technical training and documentation
- Good Knowledge of CPQ

EDUCATION

Bowling Green State University

Bowling Green, OH • 12/2016

Master of Science:

Engineering Technology

GPA: 3.4

Kakatiya Institute of Technology & Science

India • 05/2014

Bachelor of Technology:

WORK HISTORY

CAPITAL ONE - Sr. Salesforce Administrator

McLean, VA • 02/2020 - Current

- Collaborated with business stakeholders and project key resources to gather business requirements articulated to technical requirements and create scalable technical solutions to support company's growing product line and customer support services
- Configured Salesforce data schema - Objects, Tabs, Fields, Object Relationships, Page layouts & Record Types, and developed Custom Labels, Custom Settings, Custom Metadata to configure and develop Dynamic application components. Created and maintained Salesforce Lightning apps & pages, lightning actions, global actions, and set up appropriate user security, Reports, and Dashboards
- Maintained application Security - creating Profiles, Permission sets, Roles based on the organization's role hierarchy and implementing Record-Level and Field-Level security, and configuring sharing settings
- On staff administrator resource for customization and configuration of salesforce.com using Process builders, Flows, Workflow rules, Validation rules, and Approval Processes
- Developed customized solutions within the Salesforce platform, using Apex, Visualforce, Lightning, HTML, CSS & JavaScript and, ensured data integrity through the

Electronics and
Instrumentation engineering
GPA: 4.0

CERTIFICATIONS

- Certified Salesforce
Advanced Administrator -
December 2017 - Present
- Certified Salesforce
Administrator - Sept 2017 -
Present
- Certified Salesforce
Platform AppBuilder -
August 2017 - Present

appropriate use of de-duping, loading, and exporting tools, for the bulk of data using Data Loader, Import Wizards & Workbench.

- Expertise in deploying applications components to various Salesforce instances through VS Code, GITHUB, and Changesets.
- Critical resource for Production support, resolving 50 tickets per week, training end-users, documenting salesforce functionalities and performing ongoing sandbox refresh after monthly releases.

CSC Serviceworks - Salesforce Administrator *Woburn, MA • 06/2018 - 02/2020*

- Performed core and custom configuration of Salesforce solutions including creating custom fields and objects, page layouts, mobile layouts, workflow rules, Process Builders, and reports and dashboards
- Coordinated with business users to define business process and gather requirements, solution design, documentation, facilitating User Acceptance Testing, and end-user training
- Worked closely with Solution Architects, Project Managers, and Salesforce Developers to deliver, implement, and support high-quality custom Salesforce-based solutions for clients
- Primary resource to maintain data quality and troubleshooting daily tickets and train end-users and document salesforce processes
- Experience working with Salesforce developers on system extensions, customizations, and integrations with third-party applications including but not limited to MapAnything, Conga Composer, Demand Tools, and Approval Manager.

GERENT LLC - Salesforce Administrator/Buisness Analyst *BOSTON, MA • 12/2016 - 05/2018*

- Collaborated with Subject Matter Experts (SME) to evaluate business processes and information access for better organizational migration/.
- Tasks included automating complex business processes by creating workflow rules, validation rules, and approval processes to address business requirements.
- Analyze 3rd party applications and configured DocuSign

for Salesforce to generate secure signing of documents.
Performed End to End testing to ensure the quality of
three-tier web applications.