**Sushma Morey**

**Salesforce Administrator**

**Mobile: 7719909298**

**Email:sushmamorey@gmail.com**

Objective:

Seeking a challenging, positive environment that encourages continuous learning and creativity, providing exposure to new technologies and simulates personal and professional growth.

Summary:

* Professional Post-Graduate with 3 years of experience in IT Company Mphasis Ltd. Pune.
* Two years working experience in Salesforce Technology and 1 year in Java Technology.
* Extensive exposure of Apex Language, Visual Force Pages, Apex Controllers, and Test classes Triggers, Tabs, Custom Objects, Reports and Dashboards.
* Ability to integrate business processes across disparate systems. Daily and direct interaction with client.
* Well versed with the Software Development Life Cycle.
* Result oriented team player, takes complete ownership of successful project delivery, help and work in coordination with team players in achieving goal.
* Good in Core Java – **Object oriented Programming, Exception Handling Collection Framework** Etc.

Highlights:

* Experience in Salesforce Sales Cloud, Design and Development
* Thorough knowledge of **SOQL, SOSL**, Relationships and Lookups.
* Closely worked over **Individual object, custom label and custom settings**
* Experience in realizing the business requirements to design on salesIorce.com platform by designing the required entities like custom objects creating the relationships/junction objects like Master-Detail, lookups, Entity Relationship data model. Pages, Classes, Workflow rules, triggers, Email alerts and business logic
* Experience with Migration Tools **Apex Data loader**, Force.com IDE .
* Debug Apex Scripts using **Debug Logs and System Log Console** to catch Exceptions and execute Governor Limits
* Worked on **custom Email Services** to send mail to Sales-Reps and their Manager in Salesforce
* **Developed custom approval process** for the clients and customers
* Worked on **sharing and security rules**, various roles and configured the permissions based on the organizational hierarchy requirements
* Created **Salesforce application and good understanding of Salesforce security review**
* Used **field level security** along with page layouts to manage access to certain fields
* Created **page layouts**, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication OOPs concepts and Problem-solving skills

Technical Skills:

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| --- | --- |
| **Salesforce Technologies:** | Salesforce CRM, Apex Language, SOQL, SOSL, Apex Triggers, Batch Apex, Scheduling, Visual force Pages, Email Services, Workflow & Approvals, Dashboards, Reports and Dashboard, Custom Objects |
| **Salesforce Tools:** | VS Code, Force.com, Force.com Apex Data Loader |
| **Languages:** | Apex, Java, C |
| **Client Script:** | JavaScript, HTML , ReactJS |
| **DBMS:** | My SQL, SQL Server. |

Work Experience:

**Project: Telecom System (June 2018 - May 2019)**

**Description:** Telecom System Application based of NL based Client which provides broadband services including digital, internet, and telephone services. The users can upgrade and downgrade their subscription pack. sales reps can sell out the product based on margin and if the cost goes below the desired rate of discount then, shipment of that product goes for approval process (which is customized) for approval or rejection or else the shipment of product is auto-approved.

**Environment**: Apex Classes, Test Classes, Custom Controllers and Extensions Visual force Pages, Data Loader, Custom Objects, Custom Tabs, Email Services, Package and Windows 7.

**Role & Responsibility:**

* Handled Custom object creation, field creation, page layout creation & modification task.
* Handled Profile, Permission sets and Roles modification
* Handled User Management part – user creation, password reset, profile, role, and permission set assignment and deactivate/freeze user.
* Salesforce Data Management – used Data import and Data loader tool for mass import/export and mass delete operations
* Created and modified existing sharing rules – criteria and owner based both
* Sales process modification – created Opportunity Record Types and page layouts
* Worked on workflow and process builder to automate processes
* Deployed changes using change sets

**Project: Sales Cloud Implementation (May 2017-June 2018)**

**Description:** Client is Pharmaceutical Product based Company who is selling products online and also from its call center in UK. Client has implemented Salesforce Sales cloud and Service cloud application to manage its Sales and Service process.

**Environment**: Custom Objects, Custom Tabs, Email Services, Workflows, Process Builder, Approval process**.**

**Role & Responsibility:**

* Design and Development of Schema.
* Creating Data Model Objects and Fields.
* Creating Business Process Automation.
* Created and modified existing sharing rules – criteria and owner based both
* Handled Profile, Permission sets and Roles modification
* Developing Apex Classes, Asynchronous Apex, and Trigger.

**Project: Staff Management(May 2016- May 2017)**

**Description**: A web-based project based on java technology where the client wants a staff management to organize his team and staff.

**Environment:** Java, My SQL, HTML, CSS.

**Role:**

* Design, Coding and maintain **java** application phases.
* Conduct software analysis, programming, testing and debugging
* Worked over java classes with the team under guidance of team leader
* Involvement in the team meeting in designing the architecture of the project
* Designing and developing high-volume
* Develop, test, implement and maintain application software​
* Developed SQL Quries.

Education:

* Master in Computer Application from GHRIIT, Nagpur. With 2012 - 2015
* Bachelor of Science in Information Technology, S. P. College, Chandrapur 2009 – 2012
* Higher Secondary School Certificate(10+2) from Nehru Jr. Sc. College Chandrapur 2009
* High School Certificate (10th) from F.E.S. Girls High School, Chandrapur 2007

Achievements:

* Received spot award for best contribution, hard work and dedication and consistent performance in 2018.

Certification:

* I have done SCTS-JAVA Certification from SEED INFOTECH, NAGPUR.

Personal Details:

**Father’s Name: -** Mr. Ganpat Tukaram Morey

**Mother’s Name: -** Mrs. Shobha Ganpat Morey.

**Date of Birth: -** 27/12/1991.

**Marital Status: -** Single

**Nationality: -** Indian

**Languages Known: -** English, Marathi & Hindi.

**Permanent Address:** - Kisan Vasahat, Pathanpura ward, Chandrapur-442402

**Date:**

**Place: Pune Sushma Morey.**