Dhara Thakkar

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PROFESSIONAL SUMMARY

Certified Salesforce Administrator with 2+ years of experience in the Salesforce.com CRM platform and motivated by personal commitment to embrace challenges and exceed expectations.

SKILLS AND ABILITIES

- Dynamic Experience in administrating, managing and customizing Salesforce platform and end-user support
- Responsible for effectively identify, prioritizes, and escalate issues as required while managing ongoing support requests and administrative needs of users.
- Responsible for handling Sales Cloud/Service Cloud related requests
- Knowledge of CRM support issues surrounding roles and profiles, record access, user accounts, queues management
- Knowledge of maintaining data integrity, data security, and data quality
- Experience in creating and customizing Salesforce Reports and Dashboards

CAREER HIGHLIGHTS

Sept '2018 to till date   **ProjTekSer Consulting Services**   **Salesforce Administrator**

RESPONSIBILITIES

- Attended meetings with key stakeholders, gathered and documented user requirements, and assisted in change management for product/process enhancement
- Maintained user community on the system by managing user roles and profiles, sharing rules, permission sets, and role hierarchy, etc.
- Created custom objects, object relationships, custom fields, record types, custom buttons, and links.
- Responsible for maintaining and modifying page layouts and search layouts
- Developed formulas, validation rules, quick actions, process builder workflow, and approval processes
- Maintained data integrity and security by managing object level, record level, and filed-level security
- Trained users about Salesforce features, and provided recommendations for process improvement
- Assisted in mapping, migrating and integrating data into Salesforce as needed
- Responsible for maintaining data quality by setting up matching rules and duplicate rules
- Installed and configured AppExchange application to provide better user experiences and efficiencies
- Established and implemented best practices for system maintenance, security, improvements, data integrity, duplicates, backups, etc.
- Leveraged lighting app builder for building responsive apps and custom pages
- Delivered training to the users to improve their knowledge of the Salesforce platform for better adoption
- Worked towards automating the business process by setting up assignment rules and escalation rules
- Created and modified reports and dashboards for various audiences

- Collaborated with appropriate resources when needed to provide support in understanding best practices, new functionalities, and solutions
- Developed mobile configuration and branding

CERTIFICATIONS

- Completed ADM 201: Salesforce Certified Administrator
- Completed Certified Associate in Project Management (CAPM)
- Completed MS-900: Microsoft 365 Fundamentals
- Completed MS-700: Managing Microsoft Teams

CURRENT ENGAGEMENTS

- Certification of Platform App Builder

ACADEMIA

- Master of Science in ITM – Western Governors University, United States
- BAMS – Mumbai University, India
- Higher Secondary Certificate in Science – Maharashtra State Board, India

PERSONAL VITAE

Date of Birth	:	11th July
Languages	:	English, Hindi, Gujarati, and Marathi

STRENGTHS

- Strong verbal and written communication skills
- Flexible, agile, dependable, and responsible
- Able to grasp new concepts quickly and efficiently