**Anjali Dinesh Singh**



**Date of Birth:** 14th August 1994

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**Mobile:** +91-9503878044/8668437056.

Professional Summary:

* Salesforce Certified Administrator with 3 years of experience as Salesforce Developer/Administrator with total 3.6 Years of experience.
* Having good experience in SalesForce.com (SFDC), Remedyforce and Technical and Functional aspects of Salesforce.com.
* Good experience in Developing Business Logic Services, Custom Application using Custom Objects, Controllers, Components, APEX Triggers and Visual force/APEX Classes.
* Extensive experience over creating Workflows, Process Builders, Approval processes, Validation rules.
* Good understanding of Force.com limitation and Best practices.
* Expertise in controlling the Data Access using Profiles, Permission Sets, Organization-wide Defaults, Role Hierarchy and Sharing Rules as per the Requirements.
* Having good Experience in working with Apex data loader and Import Wizard.
* Having good knowledge in Salesforce Administration, Remedyforce, Configuration, Customization, Development and support on Salesforce.com Platform.
* Excellent interpersonal and communication skills, technically competent and result-oriented with Problem solving and fast learning skills

Technical Skills Set:

* Implemented sales cloud, service cloud in salesforce as per business requirement.
* Worked on point & click integration and Rest API Integration .
* Working Knowledge of apex, trigger and visualforce page development.
* Working Knowledge of Data migration using Data Loader.

Academic Qualification:

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| --- | --- | --- | --- | --- |
| Qualification | Institute | University / Board | Year of Passing | Percentage |
| B. E. | Kj’s Trinity college of Engineering Research | Pune University | June 2016 | 60.46 |

**Certifications:**

* Salesforce Administration (ADM 201).

**Employment Details:**

* **APR 2018 – till date** with VyomLabs Pvt Ltd Pune as Salesforce Developer/Salesforce Administrator.
* **OCT 2016- APR 2017** with Solaris Infotech Solutions Pvt Ltd as Trainee Engineer.

**Project :**

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| **Project Name** | **Salesforce Sales Cloud Implementation.** |
| **Role** | **Salesforce Administrator** |
| **Description** | • Implemented sales process including lead, opportunity, quote and Invoice.  • Created various page layouts and record types , complex reports and  dashboards , validation rules , assignment rules and workflow rules to  Automate the process.  • Configured user role, profiles and permission sets.  • Created approval processes as per business requirement.  • Configured custom setting, interactive HTML, Visualforce and text email  Templates.  • Used data loader and data import wizard to import bulk data in Salesforce. |

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| **Project Name** | **Service Cloud implementation for Premium Lifestyle Products Company** |
| **Role** | **Salesforce Administrator** |
| **Description** | • Configured support process to fulfill business requirements.  • Worked on Page layouts and record types.  • Created various validation rules as per requirements.  • Configured workflows to send emails, updating records etc.  • Created multiple approval processes to fulfill business requirements.  • Worked on Process builders to automate processes.  • Worked on email to case with on demand feature.  • Integration of SMS send application with salesforce. |

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| **Project Name** | **Sales Cloud**(Enhancement) |
| **Role** | **Salesforce Administrator** |
| **Description** | • Created custom fields, provided object, field and record level security.  • Created email template and email alert.  • Created Approval process, workflow and Process builder.  • Configured user role, profiles and permission sets.  • Integrated salesforce with hubspot using point and click method. |

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| **Project Name** | **WFM**(Custom Application) |
| **Role** | **Salesforce Administrator/ Developer** |
| **Description** | • Created custom objects and fields, page layouts, validation rules, workflow  rules to automate the process .  • Configured email template, email alert, approval process.  • Developed Apex Classes and Apex trigger and visualforce page for various  functional need.  • Configured user role, sharing setting, profiles and permission sets.  • Used data loader to import bulk data in salesforce.  • Integration of Azure active directory with salesforce . |
| **Project Name** | **AHD (Remedyforce)** |
| **Role** | **Remedyforce Administrator/ Developer** |
| **Description** | • Configured Remedyforce Console and Self Service portal.  • Configured email template, email alert, approval process.  • Configured different modules like Incident, Service Request, Change Request, Problem Management, Knowledge Article, Task and Broadcast.  • Configured user role, sharing setting, profiles and permission sets.  • Integration of Azure active directory with Remedyforce . |

Declaration:

I hereby declare that information furnished above is true to the best of my knowledge and I bear the responsibilities for the correctness of the above mentioned particulars.

**Anjali Singh**