SHIVANI MADAAN

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[LinkedIn Profile](#)

- I am having total **6+ years** of experience in Information Technology Industry including **5+ years** of Experience in **Salesforce** Administration and Development on Salesforce platform and involved in developing business processes and system solutions including requirement gathering and analysis from stakeholders, designing, implementation along with deployment and data migration.

Professional Experience

- **5+ years** of Experience in **Salesforce**
- Expertise in implementing the Security Model (Object, Field & Record level) in Salesforce.
- Experience in using Salesforce Administration and Creating Roles, Profiles, and Page Layouts.
- Strong practical expertise on Validation Rules, Approval Process, Process Builder, Workflows
- Experience with Salesforce Reporting & Dashboards to monitor the daily activities and status.
- Experience in customizing and configuring Sales cloud and Service cloud console.
- Involved in client meetings to gather new requirements and modify existing functionalities in Salesforce projects.
- Creating and maintaining Business Requirements Document with the agile teams and drive backlog grooming and management.
- Designing and prioritizing User stories, create acceptance criteria and drive testing and delivery.
- Experience in using Git Hub for tracking and maintaining histories of development in Salesforce.
- Used Data loader for Data migration on Salesforce platform for importing, exporting, and updating data.
- Good interpersonal skills, committed, result oriented, hard working with a quest and zeal to learn new technologies.

Work Experience

Salesforce Analyst

Adobe

Jan 2022 - Present

Responsibilities:

- Involved in communications and meetings with clients for new Salesforce features and functions to meet business requirements.
- Managing the inflow of enhancements and modification tickets within the team members.
- Working closely with sales team and perform detailed analysis of business and technical requirements and design the solutions.
- Performing Data load from and into Salesforce org from System data and external Systems.

- Design and deploy the Custom objects, Custom tabs, Relationships, Validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components to suit to the needs of the application.
- Experience in using JIRA, Microsoft Azure Board for tracking and manging tasks.
- Involved in data mapping and migration of data from legacy systems to Salesforce Objects and fields.
- Involved in performing and maintaining the Refresh of different Salesforce Sandboxes during Project releases.
- Involved in planning and implementing new Salesforce features and functions to meet business requirements.

> Salesforce Application Analyst

Accenture

Jan 2021 - Jan 2022 (1 year)

Responsibilities:

- Creating users, roles and profiles, permission sets, Reports, and dashboards as a Salesforce System Administration.
- Worked closely with sales team and business analysts and perform detailed analysis of business and technical requirements and designed. the solution by customizing various standard objects of Salesforce.
- Read, extract and load data from files using Import Wizard.
- Developed and configured Reports and Dashboards for users of different locations.
- Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
- Deploying the different application components using Change sets, Visual Studio, and Git Hub Pipeline methodologies.

Salesforce Administrator

Tata Consultancy Services

Dec 2016 - Jan 2021 (4 Years)

Responsibilities:

- Involved in planning and implementing new Salesforce features and functions to meet business requirements
- Communicating with sales, compensation and marketing teams and perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com
- Worked on various Salesforce standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
- Designed and deployed the Custom objects, Custom tabs, Relationships, Validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components to suit to the needs of the application
- Implemented custom Visual force page and controller extension for different sites and for different Applications involved
- Designing and Developing the Classes, Triggers, Standard Controllers, Custom Controllers, Controller Extensions
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce subjects.
- Developed and configured Reports and Dashboards for different user profiles based on the need in the organization

Internship

Zensar Technologies

Jun 2016 - Aug 2016 (3 months)

Responsibilities:

- Performed mini projects like Payroll System, Online Student's Database System and Election Management System as a trainee in **Zensar ESD Programme.** This internship was provided to selected students by Zensar technologies.

- Graduation Project: **Automated Timetable Generator** is a user-friendly system designed to generate a timetable automatically by taking input for some specific attributes such as total number of hours, days and names of faculties. It uses **Genetic algorithm** to retrieve a best possible timetable generated by comparing fitness of different chromosomes and minimal time required to generate the most appropriate timetable.

Salesforce Certifications

- [Trailhead Profile](#)

Salesforce Certified Administrator
22398844

Salesforce Certified Business Analyst
2640087

Salesforce Certified Platform Developer I
3077181

Salesforce Certified Advanced Administrator
22993107

Salesforce Certified Platform App Builder
23001933

Salesforce Certified Sales Cloud Consultant
2328814

Salesforce Certified Service Cloud Consultant
3522446

Salesforce Certified Associate
3415696

Education

QUALIFICATION	INSTITUTE NAME	UNIVERSITY	RESULT	YEAR OF PASSING
B. Tech (Computer Engineering)	College Of Engineering	Bharati Vidyapeeth University, Pune	71.69%	2016
Network Security Diploma	College Of Engineering	Bharati Vidyapeeth University, Pune	65.34%	2015
XII	Guru Harkrishan Public School, Karnal	C.B.S.E	86%	2012
X	Dyal Singh Public School, Karnal	C.B.S.E	9.6(CGPA)	2010