Abu James
Salesforce Administrator

A Salesforce Certified Administrator, seeking to gain a richer experience in Salesforce industry while working for a renowned organization, where I can enhance my knowledge, skills and technique that will contribute to organizational and individual growth

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WORK EXPERIENCE

CMT PROCESS ASSOCIATE
AMAZON DEVELOPMENT CENTRE

11/2020 - Present   *Bangalore, India*

Achievements/Tasks

- Auditing operation teams and system outputs.
- Suggesting and implementing process/system improvements and identifying emerging process performance trends.
- Audit, track and maintain the quality of metrics of assigned process.
- Interact with the business automation and technology teams to help drive operational and system improvements.

INTERNSHIP

(Salesforce Admin)
INTELOGIK SOLUTIONS

02/2022 – 10/2022   *Part-Time, Online*

Achievements/Tasks

- Extensively exposed in Development, Administration, Configuration, implementation and support of Salesforce CRM based on Apex language and leveraging Force.com Platform.
- Implementing security and sharing rules at object, field and record levels for different users at different levels of organization. Also created various profiles and configured permissions based on organizational hierarchy.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Defining lookup and master-detail relationships on objects and created junction objects to establish connectivity among objects.
- Experienced in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.

SALESFORCE SKILL SUMMARY

- Proficient Knowledge in Salesforce Lightning UI, Lightning programming.
- Created various lightning apps combining lightning design system, lightning app builder & lightning component features.
- Experience in using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automation.
- Knowledge in creating various reports (Summary Reports, Matrix Reports, dashboards & graphics).
- SFDC Technologies: Standard objects, Lightning Flows & Approvals, Apex Classes/Controllers, Triggers, Dataloader.

SKILLS

Salesforce.com Administration | Permission Sets | Lightning Flows | Triggers | OWD | SOQL | SOSL | Triggers | Apex | MS Office

CERTIFICATIONS

- Credential ID: 2495668
- Proficient in AutoCAD Mechanical (CADD CENTRE) (02/2020 - Present)
- IELTS 8 BAND (10/2022 - Present)

EDUCATION

Bachelor of Technology

The Oxford College of Engineering

08/2015 - 05/2019   *7.09 CGPA*

Course

- Mechanical Engineering

Higher Secondary School Education

Gregorian Central School

06/2013 - 06/2015   *65.4%*

Secondary School Education

Gregorian Central School

06/2011 - 06/2016   *9 CGPA*

LANGUAGES

English   Malayalam

Full Professional Proficiency   *Native or Bilingual Proficiency*

INTERESTS

Travel   Music   Reading   Sports