

GARIMA TARAGI

Salesforce Administrator

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Experienced Salesforce Administrator with over 3.2 years of experience. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

EXPERIENCE SUMMARY

- A competent professional with 3.2 years of experience related to salesforce administration with working knowledge of salesforce configuration and point/click customization.
- Working experience in Salesforce Security(Profile, Permissions sets, OWD,Sharing setting, Sharing rules)
- Working experience in Automation Tools(Process builder, Workflow, Flow)
- Salesforce Integration: Salesforce to Gmail Integration, Google Doc
- Having work experience in 3rd Party Tools: Conga composer, Zapier, 7Summit etc.
- Working experience in Analytics: Classic and lightning Reports & dashboards
- Expertise in Data Management tools: Data loader, Data export, Import wizard, workbench.
- Good understanding of Salesforce communities, Pardot , Solution management, Translation workbench.
- Have good knowledge with Apex class and trigger.
- Working experience as Quality Analysis(Manual testing, Automation testing) including tools like Tosca, qTest, Perfecto.
- Responsible for initial Salesforce training to new hires.
- Expert in project management tools like Slack, Jira and Documentation tools like Confluence, google doc.
- Good team player and also have the ability to work independently.
- Worked on small projects and also on large public releases for large companies.

WORK EXPERIENCE

Cloud Analogy Softech Pvt Ltd, Noida, Uttar Pradesh (March 2018 - Present)

PROJECT OVERVIEW

Project: Marketing Cloud Automation(Pardot)

Description: I was involved in a pardot automation where we were supposed to redirect contacts to a specific campaign.

Roles and responsibilities:

- Built and designed a wide variety of email marketing campaigns.
- Built various landing pages, forms, and demand generation content.

Project: Community Cloud

Description: Automation+manual testing and configuration of OOB features.

Roles & Responsibilities :

- Worked on configuration stuff like creating pages and configuring OOB components.
- Performed manual testing over different devices/browsers including perfecto.
- Created automated test cases in qTest and Tosca.
- Responsible for the sign-off process from QA side after every release.

Project: Sales Cloud and Conga Composer Configuration

Description: The project is based on an agile methodology that requires daily coordination with the client for a status update and enhancement discussion.

Roles & Responsibilities :

- Doing configuration changes that involve creating Workflows, Process builder, Profiles, Permission sets, Validation Rules, Record types, Page Layouts, and other configuration stuff.
- Troubleshooting email campaigns, workflows, or autoresponders that generate excessive bounced emails.
- Integrate Salesforce with conga composer and work on conga queries and other parameters.

Project: Lead Management Process

Description: Initial setup of client org & customize Sales Process

Roles & Responsibilities :

- Application needs to customize the whole Sales process and add automate contracts.
- Developed various Formulas email templates, email alert, time-dependent process builders.
- Setup reports & dashboards.
- We also created a Lead process including mapping of fields with Account and Opportunity and Conversion of Leads.

Project: Data Management

Description: Migrate all the SObject records from one Salesforce org to another org.

Roles & Responsibilities :

- Backup all data using scheduled data exports.
- Build a data model of source org to destination org.
- Synchronize the flow of data on a daily basis using Data Integration tools.
- Data imports using Apex Data Loader.

EDUCATION

- Master of computer application in 2018 from Bipin Tripathi Kumaon Institute of Technology, Dwarahat, Almora Uttarakhand.
- Bachelor of Science in 2015 from Soban Singh Jeena Campus, Almora, Uttarakhand.

ACCOMPLISHMENTS

- Got an award for best content writing skills.
- Got constant contributor for the month award.

CERTIFICATION

- Salesforce Certified Administrator.
- Advanced diploma in software engineering(2012 - 2015) from APTECH, Almora.

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned.