



Sowstika Sarkar

Summary: Certified Salesforce Administrator and have 3 years of experience in IT Industry. Currently working as Subject Matter Expert in Salesforce. Currently looking for a job as Salesforce Administrator, Salesforce Administrator + Consultant.

PERSONAL DETAILS:

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CERTIFICATION:

- ▶ Salesforce Administrator (ADM 201)
- ▶ Salesforce Advanced Administrator (ADM 211)
- ▶ Salesforce Platform App Builder (ADM 411)

SKILLS:

- ▶ Adapt Salesforce functionality and explain them in layman's term.
- ▶ Helping users develop or fine-tune reports so they yield meaningful metrics
- ▶ Manage operational requests and troubleshoot issues, working with diverse user groups
- ▶ Assist by making change recommendations, technology research and assessments to identify Salesforce solutions for best strategic, functional, and technical fit
- ▶ Team oriented attitude and the ability to work well with others in order to achieve a common goal
- ▶ The ability to take the initiative and drive for results
- ▶ Create and maintain system documentation for fields, processes and workflows
- ▶ Create profiles and permissions documentation, data mapping, and reporting and dashboard building
- ▶ Maintain data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data
- ▶ Self-directed learning, problem solving, and researching of system issues
- ▶ Solid ability to gather, document and execute detailed specifications from high-level

TECHNICAL SKILLS:

- ▶ **Cloud:** Salesforce
- ▶ **Applications:** Microsoft Office
- ▶ **Data Analysis:** Einstein

Work Experience: Cognizant Technology Solutions–Process Specialist.-JAN. 2018

- ▶ Managed to create custom objects, fields, page layout as per business requirement.
- ▶ Created lightning record page to control field and component visibility, overcame standard limitation of adding filter to separate tabs.
- ▶ Created dashboard and reports present in traditional Salesforce in Einstein, had to build recipe to implement formula functions in Einstein
- ▶ Created workflows, process builder, assignment rules, auto-response, validation rules, reports, dashboards, formula fields as per business requirement.
- ▶ Maintained roles, profiles, picklist dependencies.
- ▶ Ability to multi-task and prioritize multiple assignments and work cross-functionally

HOBBIES

I like to listen songs during my free time. Try to enhance myself by learning something new.