



# Sooraj PB

Salesforce Admin



## Professional Summary

Talented Salesforce administrator , With a bachelor's degree in Electronics and communication Engineering .Have worked along with many salesforce standard and custom functionality to ease the use of salesforce experience of the users and there issues.Motivated to stay informed of latest industry innovations to provide users most up-to-date solutions.



## Work History

2020-02 -  
Current

### Salesforce Administrator

Sprinklr, Bangalore, Karnataka

- Create New User Profiles and Monitor Access Levels to objects and fields.
- Import , Update , Export New Leads and Contacts to salesforce org Using Data Loader and Workbench.
- Address User Issues when arise.
- Maintain org with Relevant data and logics by using Validation Rules.
- Automate business processes using Apex triggers, Process Builder , Workflow.
- Generate Approvals using Advanced Approvals and Approval Process.
- Building custom UI using VisualForce.
- Giving Access to Relevant Org Data to users using Org-Wide Defaults and Sharing Rules.
- Established Bundles and Configure Pricebooks using CPQ.
- Generate Automated Quote and Contract Using Conga Composer.
- Automate e-signature using Conga-Sign.



## Contact

### Address

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### Phone

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### E-mail

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### LinkedIn

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## Skills

Positive attitude

Excellent project  
management skills



Demonstrated ability to  
meet deadlines



Creative and analytical  
thinker with strong problem-  
solving skills



Ability to communicate  
effectively at all levels of the  
organization



- Configured page layouts, document templates, record types, & data fields.
- Implemented & maintained reports and dashboards.
- Trailhead Expeditioner Rank, Badges.

2018-09 -  
2019-09

## Customer Insight Analyst

Gfactors, Bangalore, Karnataka

- Monitored social media and online sources for industry trends.
- Managed quality assurance program
- Worked on Data Sets of Numerous companies
- Capture the Insights of data required to train the Model
- Maintained Quality for the Insights

2017-06 -  
2017-09

## Business Development Associate

Byjus Think And Learn , bangalore, karnataka

- Boosted revenue by bringing in and cementing relationships with new clients and optimizing servicing of existing customer accounts.
- Sought out and engaged with customers to drive sales and service using suggestive selling.
- Improved bottom-line profitability by growing customer base and capitalizing on upsell opportunities.



## Education

2009-01 -  
2011-03

### High School Diploma

Carmel HSS - Chalakudi

2011-07 -  
2017-06

### Bachelor of Science

Aarupadai Veedu Institute Of Technology - Chennai

2018-01 -  
2018-09

### Data Science: Data Analytics

ATI - Bangalore

2019-12 -  
2021-07

### Certification: ADM -201

Salesforce

● **Rank And Badges: Administration**

Trailhead