**Lalitha Priya S**

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**Mobile:** +91-9176676308

CORE COMPETENCIES

Graduate with 8+ Years of industry experience with relevant 4+ years of IT experience as Salesforce Administrator, manual testing and Support Specialist. Having good knowledge of the Technical and Functional aspects of Salesforce.com.

* Strong knowledge on Salesforce **Sales cloud, Service Cloud**
* Configuration setup of Salesforce like Role hierarchy, sharing rules to restrict record access and profiles to restrict functional User level permissions.
* Creating Permission sets and managing the Profile. Working knowledge on declarative features like Workflow Rules and Validation Rules on objects.
* Data Migration from different source systems to Salesforce.com using Apex Data Loader
* On boarding different countries in the Globe and use different Sandboxes to test the implementations and validating the data.
* Worked on the designing of **Custom Objects, Custom Fields**, **Custom Tabs**, **Custom Reports**, **Report Folders**.
* Experience in generating **Reports** and **Dashboards** as per business requirement.
* Experience in supporting Users to work in Salesforce Application and working closing with Business teams in terms of Sales prospective
* Implemented case management for multiple teams
* Migrated the existing case management from classic to Lightening
* Experience in creating lightening pages, Lightening application, action, Global action and community
* Having the experience with the salesforce.com application **Configuration, User Application Support,** **Case Management** and **Data Loader Activities**
* Working experience in **Knowledge base** implementation
* Good knowledge with change sets and have done **Deployments** in sandbox and production environment
* Using Jira tool to validate and support the current sprint and Salesforce License budget validations for the Organization with product owner
* Experience as scrum master and followed agile methodology in project implementation.
* Integrated NVM phone system with Salesforce
* Working experience of Creating NVM contact world call plan
* Creating users in NVM system

Professional Experience

* Working with Wabco as **Senior Executive – Application Support** from May 2015
* Worked with HP as **Sales Support MGMT Coordinator** from October 2012 to May 2015

Educational Qualification

BCA, Stella Maris College, Chennai

TECHNICAL SKILLS

|  |  |
| --- | --- |
| **CRM Product** | **:** Salesforce.com (SFDC). |
| **SFDC Technologies** | **:** Salesforce.com, Apex Data Loader. |
| **Managed Packages** | : Cloud Craze, NVM Contact World |

Professional Certification

**Salesforce Certified Administrator**

**Six Sigma Green belt Certified**

**ITIL – F Certified from Axelos (Simplilearn)**

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Project Summary

# Project # 01

Technology : **Salesforce.com** VB, ANSI C, C++VB, ANSI C, C++ VB, ANSI C, C++

Role : **Salesforce Admin and Support**

**Project Details:**

Salesforce application rollout for sales rep’s in India

**Responsibilities:**

* Training sales rep’s on how to use the CRM application
* Migrating customer, contacts and Open opportunities to salesforce
* Understanding the teams existing process, work flow and to interpret the same with CRM application.
* Creation of Validation rule to make a particular field mandatory for a given field or input within the case details page.
* Organizing regular meetings to collect users feedback and support in getting adapted to the new application
* Creating dashboards and reports

# Project # 02

Technology : **Salesforce.com** VB, ANSI C, C++VB, ANSI C, C++ VB, ANSI C, C++

Role : **Salesforce Admin and Support**

**Project Details:**

Implementation of case management for Telematics service team of 100+ users

**Responsibilities:**

* Implementation of case management from scratch
* Designing Lightening page and application
* Created actions to use in the lightening page
* Auto response emails are triggered using process builder in contact preferred language
* Creating custom fields, fields dependencies
* Global action creation for easy access to create case/contact/Account
* Validation rules creation to maintain the data quality
* Responsible for creating Jira stories and completing the sprint in defined time
* Regular follow up with the business team to understand the requirements
* Creation of HTML email Templates for quick use by the agents
* Preforming Tests in development sandbox and move them to QA sandbox using change sets for UAT
* Configuring email –to-case settings
* Reports and Dashboards creation

# Project # 03

Technology : **Salesforce.com** VB, ANSI C, C++VB, ANSI C, C++ VB, ANSI C, C++

Role : **Salesforce Admin and Support**

**Project Details:**

Customer community portal Implementation

**Responsibilities:**

* Created community portal for customers to track the email cases and submit new tickets
* Portal users creation
* Sharing settings creation in portal
* Branding the customer portal with the inputs from the Marketing team
* Supporting customers on login issues to the portal
* Translated the custom fields and uploaded XML file to present portal in customer preferred language
* Providing portal usage summary to the top level management

# Project # 04

Technology : **Salesforce.com** VB, ANSI C, C++VB, ANSI C, C++ VB, ANSI C, C++

Role : **Salesforce Admin and Support**

**Project Details:**

Knowledge base Implementation for the agents to resolve the service requests quickly

**Responsibilities:**

* Setting up knowledge base
* Creating the data values
* Creating Knowledge base related permissions
* Updating and maintaining the translator and approver details
* Knowledge Page layout creation
* Report on Knowledge base articles
* Mass changes to the existing articles

**Project # 05**

**Technology : NVM Contactworld, Salesforce**

**Role : Salesforce Admin and NVM Developer**

**Project Details:**

**I**ntegration of New voice media telephone system to the salesforce case management and creating the call plans in NVM system

**Responsibilities:**

* Creation of call plan in NVM
* Route calls to the longest available agent
* Developed the call plan based on the language and skills settings of the agent
* Setting up voice mail process
* Defining the operational timings for hot line
* Created centralized hot line for each service team
* Developed a process to create case automatically in salesforce for each phone call
* Created users in NVM and linked with salesforce user account
* Skills and groups creation
* Training supervisors on how to monitor the agent calls, change the agent status
* Training users about NVM system usage
* Creating NVM dashboards to display various call details
* Implemented Hotline for Germany and Belgium and provided onsite support to minimize the risks

Personal Details

Date of Birth : 04 August 1991

Gender : Female

Marital Status : Married

Language Proficiency : English, Telugu, Tamil

Nationality : Indian

Address : Chennai 600125.

**Declaration:**

I hereby declare that the information provided above is true to the best of my knowledge.

**Place:** Chennai

**Date :**                              **(Lalitha Priya S)**