**RESUME**

**K Appukutan Nair**

QTR 37/4 Ektavihar **Mobile:**  8855864113 / 9850877152

N.D.AKhadakwasla **E-Mail:** [Knairr.appu@gmail.com](mailto:Knairr.appu@gmail.com)

Pune-23

**CAREER OBJECTIVE**

Looking for work as a Salesforce Administrator to obtain a position that will allow me to utilize my technical skills and make my effective contribution to an organization for a bright and rewarding career.

**ACADEMICS**

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| --- | --- | --- | --- |
| **Degree/Certificate** | **Board/University** | **School/College** | **Year of Passing** |
| BCA | Pune University | MIT School of Business | 2017 |
| 12th | CBSE | Kendriya Vidyalaya N.D.A | 2014 |
| 10th | CBSE | Kendriya Vidyalaya N.D.A | 2012 |

**EXPERIENCE**

**Senior Process Executive (Salesforce Administrator).**

**Cognizant Technical Solution.**

**October 2017 - Present**

* Working on Salesforce.com CRM Application.
* Providing technical assistance and end user troubleshooting for bug fixes, enhancements and “how-to assistance”.
* Handling & Regular interaction with the client, Requirement gathering & building automations.
* Expertise on Setup & Customization, Data Loader, Reports and Dashboards.
* Implement, Develop, maintain, create and improve Salesforce CRM.
* Flexible with Classic as well as Lightning Experience.
* Providing recommendation on how to improve Salesforce operational platform.
* Providing salesforce admin support to premier plus clients.
* Total Experience:- 6th Oct 2017 till now (3 Years, 6 Months).

**TECHNICAL SKILLS**

* Expertise in creating and troubleshooting Process Builder, Workflow Rule, Validation Rule, Approval Process and other Automation.
* Proficient in writing Formula Logics.
* Expertise in Data Loader with all the Actions (Insert, Update, Delete, Upsert, Export).
* Reports and Dashboards.
* Change Set Deployment.

**CERTIFICATION AND TRAILHEAD PROFILE.**

* Salesforce Certified Administrator.
* Salesforce Certified Advanced Administrator.
* Salesforce Certified Platform App Builder.

**Superbadges:-**

* Lightning Experience Reports & Dashboards Specialist,
* [Business Administration Specialist](https://trailhead.salesforce.com/content/learn/superbadges/superbadge_business_specialist).
* Security Specialist.
* Process Automation Specialist.

**Trailhead Profile:-** <https://trailblazer.me/id/knair2>

**I hereby declare that all the information given above is true to the best of my knowledge.**

**Place: Pune ( K Appukutan Nair)**