Janani K

+91 9789057624   janani18293@yahoo.com   Chennai, Tamil Nadu, India

LinkedIn Profile Url: https://www.linkedin.com/in/janani-k-952572a0/
Twitter Profile Url: https://twitter.com/Janani_sfdc

Profile

A highly technical, 3x certified Salesforce Administrator, Proven history of working as certified Salesforce CRM, Administrator, CPQ Specialist for around 6 years with Hewlett Packard, Catchpoint systems & Forcepoint configuring Salesforce Sales Cloud and Service Cloud. Proven ability to analyze, design, and optimize business processes with hands-on experience implementing change, increasing user adoption, and driving best practices.

Certifications

- Salesforce Certified Administrator
- Salesforce Certified CPQ Specialist
- Salesforce Certified Platform Developer I

Experience

FORCEPOINT SYSTEMS PVT. LTD. BANGALORE, Salesforce Application Analyst

August 2021 Aug – August 2022

- Engaged as CPQ Functional Consultant and Salesforce Admin handling the configuration/admin activities of the salesforce instance.
- Technically troubleshoot and resolve CPQ issues through ServiceNow ticketing tool.
- Gather and analyze business requirements and critical data elements to create Jira scripts.
- Advanced Approvals for Salesforce CPQ.
- Worked with External Consultant team for Salesforce CPQ migration from Classic to Lightning platform.
- Salesforce QA testing, Sandbox creations, perform salesforce downtime for implementing changes in the platform.
- Be admin for Softrax Revenue Management System in User management.

CATCHPOINT SYSTEMS PVT. LTD. Bengaluru, Salesforce Operations Administrator

November 2019 – August 2021

- Built and managed Sales cloud in Salesforce for the company to manage inbound lead and opportunities also as a CRM for the customers.
- Be the primary contacts for user Sales and marketing user community within the organization providing support for technical request and issues reported.
- Maintain the Data quality in the Org by updating the data, removing the expired or outdated based on request from Stakeholders.
- Consistently communicate effectively with business teams to bring innovations and improvements to the current processes and documents the same.

- Create new enhancements on various sandboxes and move them to Production environment once the testing completed and approval received from business.
- Troubleshoot complex issues in Salesforce and with integrated systems to fix them meeting the quality and deadlines.
- Work on User access management, Page layouts, Security controls, Workflows, Approval processes, Process builder, Email alerts and templates, with understanding of Salesforce best practices.
- Be admin for various integrated tools such as Outreach, Adobe, Clari, Drift, HubSpot, DiscoverOrg, LinkedIn Sales navigator.
- Execute data loads, set up and manage security, user permissions, password resets, break/fix instructions and data access.
- Download and maintain production instance data backups and Download and maintain production instance data backups.
- Experience in working on Salesforce CRM applications or another CRM application that supports managing leads and opportunities.
- Excellent Leadership and Interpersonal skills, team player with ability to work effectively with all levels of organization and individually as well.
- Experienced in training and mentoring team members with product knowledge and business process.

HEWLETT PACKARD ENTERPRISE Chennai, Salesforce Administrator

February 2017 – November 2019

Led team of 30+ as SME supporting all salesforce related requests and configuration changes for an org more than 3000 plus users in sales and service could with FinancialForce PSA globally.

- Guide and promote timely team responses to all incidents.
- Be an escalation point for all production issues handling issues raised by Business users.
- Design and implement standard operating procedures, and continuous improvements through automation.
- Proactively seek out and identify needed system changes and worked extensively on various cloud such as Sales cloud, Service cloud and Financial Force.
- Manage and solution requirements on issues coming in from different teams across the organization.
- Manage the change management and control process, working with Bulk data update with Data Loader.
- Support and manage system applications in sandbox and production environments.
- Create and maintain fields, views, reports, dashboards, campaigns and other salesforce.com objects and functions.
- Maintain, enhance and create workflows, functions and configurations within the Salesforce environment.

Technical skills

Applications: Salesforce, Drift, HubSpot, Cloudingo, Outreach, Adobe DiscoverOrg, Ownbackup, LeanData, Clari, Workbench, LinkedIn Sales Navigator, Apex, HTML, SQL, JIRA, Servicenow, Softrax, Subcheck

Trailhead achievements

- **Rank: Ranger Badges-** 106
- **Points:** 55600
- **Trails completed:** 9
- **Profile URL:** **https://trailblazer.me/id/janak1**

Education

Master of Engineering, in Power Electronics Engineering
(Velammal Engineering College, Chennai)