## SalesForce Professional

Over **13 years** of experience in the IT industry delivering strategic IT projects and helping clients achieve business goals with specialized **6 +years’ experience in SalesForce Administration inclusive of 2 years in Singapore.**

* Adept in delivering outstanding IT services exceeding client expectation
* Customer focused, with the ability to work successfully in multi-cultural environment
* Engaging client at all levels identifying cost effective solutions
* Proven experience in providing high quality IT services and cost optimization for the client and profitability and growth for the organization
* Experience in Saleforce.com setup, Configuration, Customization, Administration, Data Migration & Mapping.
* Experience in creating Roles, Profiles, Page Layouts, Record Type, and Assignment rule, Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and Approval Workflow.
* Deployment experience using Jenkins, Gitlab Change set
* Strong exposure to Security and sharing rules implementation at object, field, and record level for different users at different levels of organization.
* Experience in data migration from Legacy Systems using Data Loader.
* Certified Salesforce admin
* Certified Salesforce Developer
* Certified Salescloud consultant
* Deployment from different sandboxes using Jenkins, GitLab.
* Handled 1800+ end user in Production support
* Open to any role
* Certified ITIL
* **I Can join immediately**

**Skills**

**Salesforce admin, Jenkins, Gitlab, Gitbash, Changeset, Data loader, Process Builder, Flows, Lightening ,CPQ, RA, Five 9 ,**  **Intermediate knowledge on Apex ,VF pages, Lotus Domino Data Stage Java script**

**PROFESSIONAL EXPERIENCE**

**FireEye Bangalore May 2018- Sep 2019**

**Sr. Salesforce production support analyst**

This application is a Sales Cloud application and used to create Opportunities, Quotes and Renewal Automation, the entire Fireeye Business depends this sales cloud application

Roles and Responsibilities

* Production support to 1800+ end users
* Maintained users, roles, Reports, Dashboards, Profiles, Groups, Accounts, Contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions and CPQ, Renewal Automation
* CPQ has implemented and before CPQ, we used Oracle for Price and product details and after implementation we have migrated the data also from Oracle
* Migrate data from oracle to salesforce for CPQ purpose using data loader
* Deployment from different sandbox using Jenkins ,Gitlab
* Lightening experience in converting community portal to Lightening. Involved in creating page layout and creating the portal using community.

**Techno soft (India) Ltd Chennai Dec 2015 – Aug-2017**

**Sr. Salesforce administrator (Quintiles US)**

This IME Reckitt application is used to maintain doctor records and help medical reps to call doctors using Five 9 caller software and give presentation to Doctors by using CT presenter and generate business. We used standard salesforce object Account, address, activity to keep doctor’s records and address. We created custom object to store target records, product details and call activities. We used CT Presenter, Five 9 app-exchange within this application.

Roles and Responsibilities

* Production support to 200+ end users
* Created and updated users reports and dashboards to track pipeline/stages for management visibility,
* Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Conducted training on all salesforce related systems to sales and marketing teams.
* Created training materials based on business requirements.
* Provided support to global Reckitt, Startpharma Salesforce users worldwide and acted as the primary point of contact for end-user support.
* Involved in requirement gathering.
* Developed, launched and managed dashboards and reports for all team functions on both management and individual levels.
* Implemented the project from scratch
* Mentor team members technically
* Migrate data from different sources into salesforce for accounts territory

**Mindteck Singapore**  Nov 2012 –July 2014

In a Client Place GLOBAL FOUNDRIES Singapore**.**

**Sr Salesforce administrator**

**Project: Tracking system**

This application is used in Global foundries (electronic wafer manufacturing) to track the Global foundries all client details and the business orders to maintain good business with all clients.

The main purpose of application is whenever Global foundries receive new order; it will track from order to customer satisfaction feedback. If any defect found in the delivered order, client can raise the case and the concern department will contact client and take necessary action. After implementing this system Global foundries maintained excellent client satisfaction. This system is used globally.

**Roles and Responsibility**

* Work with Application Owners and end-users to create and manage complex workflow rules, data validation, and approval process
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity
* Onsite point of contact for salesforce for the inside sales team
* Managed the database for the team's regions and performed basic administration, de-duping and cleanup procedures
* Managed ongoing support request and administrative needs of users
* Monitored teams’ adoption rates and responded as needed providing them with training sessions, communication and documentation as needed.
* Provided support to 500+ users globally.

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| **Mphasis Limited, Chennai. India** | **May 2011 – Nov 2012** |

***Salesforce admin and developer***

**Project: Access control**

This application is used to grant access to AIG employees globally and used to maintain employee access details globally. Initially this project was in Lotus Notes and Management decided to convert this application into salesforce.

**Roles and Responsibilities**

* Involved in requirement gathering along with other Project leaders
* Develop the custom object , trigger, apex, validation rule visualforce page
* Maintained User profile, permission set, roles , groups, dashboard reports
* Involved in Production support
* Monitored the implemented salesforce applications
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com.
* Onsite point of contact for salesforce for the inside sales team

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| **CSC India Pvt Ltd Chennai India.** | **Nov06-May11** |

**Associate Manager-Projects**

* Involved in Lotus Domino Design, Development, Enhancements and production support.
* Worked extensively on LEI.
* Identify areas of improvements for team members to improve.

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| **vMoksha Bangalore India.** | **Mar04-Nov06** |

***Consultant***

* Functioned as a key member of the team in design and development of Lotus Domino & Web-based solutions.
* Assisted in laying out Project standards and Institute central repository of commonly used code in Domino Development.

Education

Bachelor of Business Administration(Correspondence) Madras University (Nov’2004)