Prajakta Ghadge

Salesforce Administrator

Having total 3 years of IT experience and 1.5 year of experience as a Salesforce Administrator. Have good interaction and understanding of the client needs by providing the technical solutions for the requirements. Skilled at salesforce admin, sharing rules, profiles, case management etc. Extensive experience in designing of custom fields, role-based page layouts, Workflow Rules, Process Builder, Validation Rules, Approval Processes, custom Tabs, custom reports to various formats Dashboards, and Create page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages. Now, I am looking forward to work with an organization in a position where I can develop and utilize my skills and actively looking for better opportunity.

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📍 Place: Chinchwadgaon Pune, Pune, India

in linkedin.com/in/prajakta-ghadge-650190232

EDUCATION

Bachelor of Engineer, E&tc Engineering
Savitribai Phule Pune University

06/2016 - 06/2019   *7.63*

Dimploma
K.B.P. College of Polytechnic, Satara

06/2013 - 06/2016   *82.82%*

10th State Board of Secondary Examination
R. V. Taralkar Highscool, Bhadale

2013   *80%*

WORK EXPERIENCE

Salesforce Administrator
UpsideLMS HR TECH Pvt. Ltd.

10/2019 - Present   *Pune, India*
Roles and Responsibilities

- Manage client's database
- Handling client queries through call or email.
- Handling client's data base and fetching data by select, update, delete access to perform client requests
- Worked on complex request such as Customize report and Patch application etc.
- Salesforce Sales and Service cloud
- Org Data Management (insert, update, delete, edit on data loader/workbench)
- Workflow Rule, Approval Process, Process Builders, Reports & Dashboards
- Working on Service now queue (Tickets), Case Management
- Security Architecture (Roles, Profiles, Custom permissions, OWD)
- SOQL Queries

SKILLS

MySQL   Service Cloud   Case Management

SOQL Queries

Security Architecture (Roles, Profiles, Custom permissions, OWD)

Reports & Dashboards   Triggers

PROJECTS

Dohabank Support (10/2019 - 04/2021)
- This project is based on database and having experience as technical support executive and below are responsibilities
- 1. Handled Freshdesk ticketing tool and worked on client issues and requirements.
- 2. Handled client Database
- 3. Working on complex request such as Customize report and Patch application etc.

Firstsource Project connect (06/2021 - Present)
- This project is using salesforce's service cloud. Please find the below roles and responsibilities,
- 1. User Management, Case Management
- 2. Org Data Management (insert, update, delete, edit on data loader/workbench)
- 3. Reports and Dashboards
- 4. Queue management, Approval process, validation rules, process builder, workflow Rules, Web 2 case, email 2 case.
- Security Architecture (OWD, Profiles, Permission sets, sharing rules, Manual sharing, Role level hierarchy)

LANGUAGES

English, Hindi, Marathi
Full Professional Proficiency