CURRICULUM VITAE

Personal Details:

JAGRUTHI SOMESH

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Gender Female | Date of birth 16 Dec 1993 | Nationality Indian

Professional Summary:

Having 3+ years of experience in Salesforce Administration and Support. Certified in Salesforce Administration (ADM201). Well versed experience as a Lead in handling cases and supporting for teams distributed geographically in 16 countries. Expertise in Sales Cloud, Service Cloud, Financial Force. Involved in different type of projects like data migration, support, enhancements and rollouts. Proficient experience in Education and Sales Industries.

Work Experience:

08.2016 - 03.2020	:	**EF Information Systems, Bangalore, India**
Position	:	**Salesforce Administrator**
Project/Client	:	**International Academy**

As Salesforce Support Engineer:

- Trained and supported different types of cases like User Access and permissions, Bugs, Data Uploads, etc.
- Skype support, Microsoft teams and training the users as per need

As Support Lead:

- Handling L1 & L2 cases
- Leading and training the team in handling cases of different streams
- Defining SLAs and configuring Case Assignment rules, workflows and email alerts as per SLA structure
- Performance Analysis of the team and reporting on case inflow and resolutions
- Experienced in generating Management reports at regular Intervals
- Involved in various process enhancements across the streams

As QA:

- Experienced in writing test cases of different scenarios and manual testing

- Gathering, analyzing the business requirements and providing solutions by co ordinating with development team
- Capable in providing configurable solutions

Expertise in other Applications:

- **FinancialForce.com** - Key player in Archiving the historical data and upgrading system and data as per latest needed
- **Sales Cloud CRM**
  - o   Handling Lead Generation in Salesforce from internal and external sources
  - o   Data Deduplication of Accounts using **Dupe Eliminator**
  - o   Proficient knowledge in sales process and Opportunity stage progression
- **Booker 25(Accommodation Management App) -** Designing and Landscaping the blueprint of the accommodation as per building architecture
- **Data Management -** Hands on experience data Import wizard and Data Loader, Data loader.io for various DML Operations
- **Motivis LRM & Power School (School Management App) –** Scheduling the time table, taking attendance and creating assessments, assignments and clubs for activities
  - o   Granting access for different types of user categories following Salesforce community structure
  - o   Involved in application roll out from Power School to Motivis LRM

Education:

09.2012 - 06.2016	Graduation/Bachelor of Engineering from VTU, India

Languages:

Languages	English

Skills:

Salesforce	Standard & Custom Objects, Profiles, Roles and Users, Sharing Model, Reports and Dashboards, Process builder, Workflows, Approval process, Email templates, Page Layouts, Record types, Case Assignment Rules
Tools	Jira, Confluence, Data Loader

Participations & Awards:

- EF Spirit Award for Excellence in all round delivery
- CIO's Award for outstanding performance during the rollout of a new project