

## Contact

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## IT Skills

Salesforce.com  
Salesforce Admin  
Salesforce Crm  
Salesforce Configuration

## K Pushya Gowthami

Software Engineer | Bengaluru / Bangalore

Successful salesforce administrator committed to ensuring that networks using the salesforce.com platform and other tools run smoothly and effectively. Strong understanding of database design and data modeling with excellent troubleshooting skills.

## Experience

### Tech Mahindra

Software Engineer  
Jun 2022 - Nov 2022

Salesforce Administrator:

Worked on Custom objects, users, accounts, contacts, Page layouts, Workflows, Validation rules, Custom settings, Custom labels.

Worked on custom objects, application and custom report type. Dealt with queues, groups and created assignment rules, email alerts and templates for case management.

Worked on data migration from databases to SFDC using Data Loader. Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.

### 247 pvt limited

Salesforce Administrator  
Sep 2019 - Apr 2022

- Keep track of sales targets, point of contact of sales quires and manages customer data.
- Handled the administrative configurations, user role profiling, security settings etc.
- Create and maintain system documentation for fields, processes and work flows.
- Develop customization's (new fields, new objects) to Salesforce.com that improve work flows and reporting.
- Work with team members to identify project tasks, estimated work effort and time lines; escalate any changes to project scope.
- Performs routine Salesforce data management/cleanup tasks.
- Maintain data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data.
- Create and maintain system documentation for fields, processes and work flows.

## Education

### Bachelor Of Technology (B.Tech/B.E)

Electronics/Telecommunications  
Sri Chandrasekharendra Saraswathi Viswa Mahavidyalaya  
2017 (Full time)

### 12th Class (XII)

English  
Andhra Pradesh Board of Intermediate Education  
2013 (Full time)

## Projects

Service System Project:

The company wants to capture all the information about the customers who are facing some issue in the mobile device. From the type of issue, they want to automate the assignment of the issue ownership to the concerned person. Apart from that, the company wants to escalate the issue to the higher authority when any delay happens.

Recruiting app for the company that allows it to move away from the Microsoft Word documents and Microsoft Excel spreadsheets that it has traditionally used to an application that's available on demand. It is to create powerful, multifaceted applications that solve common business problems. Recruiting app uses every aspect of force.com technology. We have used Workflow rules, Validation Process, Approval Process to achieve different requirements in our project.

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## Experience Summary

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- A professional having a total of 3 years experience in the Salesforce admin and app builder.
- Adding and deactivating users on Salesforce; running the sales report to help forecast.
- Having good knowledge and experience of Salesforce.com implementation, Process builder, Work flows rules, Flows, Roles, Permissionset, Roll up summary field, Relationships, Data Management, Data Security, Person Accounts, Files connect, Quotes, Email relay, Einstein activity capture, Custom metadata, Sharing rule.
- Profiles, Standard&Custom objects, Fields, Validation rules, page layout and tabs.
- Experience in Work flows and Approvals, Email Templates, Email Alerts, Web-to-Lead, Web-to-Case,Email-to-Case.
- Have good knowledge of Salesforce classic/ Lightning and its component's
- Experience in data exporting and importing using Apex Data Loader.