

**Kavitha T**  
**Salesforce Administrator**



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<https://trailblazer.me/id/kt-pointsbadges>  
✓ Salesforce Certified Administrator 201

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**SUMMARY:**

A salesforce certified IT professional with diversified proficiency with almost around 9+ years of working experience in IT and as a Salesforce CRM Platform and with extensive knowledge in Sales, Service and Marketing cloud platforms and 5 year's experience of Salesforce Manual testing & 2+ yrs of Salesforce Administrator has assisted multiple clients to implement, configuration, customize and production support maintain their Salesforce solutions with a consistent track record for excellent performance.

- Knowledge in Customizing the applications on Salesforce Developer platform and Force.com.
- Very Good Knowledge on developing Triggers, Apex, Classes and VF Pages.
- Worked extensively on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.
- Excellent Knowledge in Workflow Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules.
- Strong Knowledge in Workflow and Approval processes, Sharing Rules.
- Proficiency in administrative tasks like Creating Roles, Profiles, Users, Permission set Email Services, PageLayouts, Workflow Alerts, Action, Reports, Dashboards, Task, Actions and Approval Processes.
- Experience in working with Force.com Standard Objects Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.
- Sound knowledge of object-oriented design and MVC architecture.
- Captured requirements and planned accordingly to sprints for design and development and responsible for getting it delivered in the right sprints and updating in SharePoint sites.
- Excellent knowledge of all the phases of software development life cycle (Requirements gathering, analysis, design, development, testing and implementation).
- Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, Sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Designed, developed and deployed the custom objects, components, custom tabs, page layouts and visual force pages to meet the business application.
- Working with Administration activities like Users, Permission Set Role, OWD settings and Sharing Rules, Designed and Developed Service Cloud and Integration.
- Experience in working with Salesforce for Outlook, Gmail to Salesforce, Excel Connector, and People Import etc.
- Worked on Force.com Explorer for querying Salesforce database using SOQL and SOSL queries and Data Loader for data migration, insert, update and bulk import or export of data.
- An effective team player with excellent problem-solving skills and a quick learner to new concepts.
- Manually performed Ad-hoc testing, Integration testing, Function testing, and User acceptance testing.
- Good knowledge in Object Oriented Languages in Javascript Technologies.

**EDUCATION:**

Bachelor of Commerce - Chennai India. B.COM  
Master of Computer Science - Chennai India. MCA

**CERTIFICATIONS:**

**Salesforce Certified** : ✓ Salesforce Certified Administrator 201

**Trailhead** : <https://trailblazer.me/id/kt-pointsbadges>

**Job Title History**

Crisium Technologies, Bangalore Mid-Level Salesforce Administrator July 2019 to Till Date

Crisium Technologies, Bangalore Sr.Manual & Salesforce Tester August 2012 to June 2019

Technical Summary

**Technical Summary**

Languages	:	JavaScript, Apex, SQL, SOQL, SOSL,HTML
Technologies	:	SaaS, CRM and Manual Testing
Operating Systems	:	Windows 7, Android 5.0, iOS 13, macOS 10.14 or Mojave
Tools	:	UFT, CRM, Data Export Wizard, Debug Logs
Config Management Tool	:	Oracle, SQL Server

**TECHNICAL SKILLS IN SALESFORCE :**

Salesforce CRM, Salesforce classic & Lightning - Salesforce.com. Apex, Visualforce, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Formulas, Validation Rules, AppExchange, Eclipse, Force.com IDE, Apex Data Loader. Workflow & Approvals, Reports, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Salesforce SFA, Apex Language, Apex Classes/Controllers, Visualforce Pages / Components, Apex Web. Services, Dashboards, Analytic Snapshots, Case Management Automation, Salesforce communities.Server management Studio, SQL Profiler, Performance monitor, Microsoft visual studio 2005 / 2008,Microsoft Office Suite, Eclipse, Force.com IDE Plug-in, Force.com Explorer,Force.com Data Loader,Force.com Excel Connector, Force.com Platform (Sandbox, and Production).

**PROFESSIONAL EXPERIENCE:**

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Client : GNC

July 2019 to Till Date

Mid-Level Salesforce Administrator

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**RESPONSIBILITIES:**

- Perform basic Salesforce administrative functions and other routine support tasks.
- Ensure reporting is created and structured to inform Management on the performance of their teams and the businesses.
- Develop effective data management processes and data governance.
- Performs routine Salesforce data management/cleanup tasks.
- Manage all ongoing projects related to Service Cloud including interfacing with development and/or IT teams.
- Create and maintain system documentation for fields, processes and workflows.
- Create profiles and permissions documentation, governance framework, data mapping, and reporting and dashboard Building.
- Participation in the day-to-day running of our Salesforce application, organizing all incoming support requests.
- Working with the Salesforce team to improve the existing application and build out new applications to support our customers.

- Daily administration and support of Salesforce database including but not limited to managing request ticket user setup, profiles, roles, permissions, customization of objects, fields, record types, page layouts and validations, workflow rules, and process builder flows.
- Develop and create customized reports and dashboards.
- Using Salesforce data import and export tools to maintain data health and migrate data.
- Manage the software testing process, which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing.
- Keeping abreast of new Salesforce features and functionality and providing recommendations For process improvements.
- Logging and tracking identified system problems through resolution
- Creating and maintaining documentation on processes, policies, applications configuration and help related materials for users as database applications are developed
- Assist programmers with the development of technical documentation of existing and future applications.
- Adherence and accountability with regards to company policies and values
- Work effectively in a collaborative work environment and professionally represent clients.
- Performs other duties as assigned.

**Environment:** Salesforce, Force.com Platform, Apex ,Data Loader, Informatica Tool, Internet Explorer, Google Chrome, Microsoft Excel, Salesforce Appexchange.

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 Client : Comcast

August 2017 - June 2019

Sr.Salesforce Tester  
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**RESPONSIBILITIES:**

- Works well in an Agile environment.
- Understands the importance of client-facing roles.
- Excellent customer service and communication skills.
- Good team member understanding of wrap-around development and testing processes.
- Performed Functional, Negative, Positive, Integration, End to End User and Understands the User Acceptance Testing.
- Knowledgeable about QC and JIRA testing tools.
- Involved in Creating Test Case generation, Test Plan, Test case execution, Blackbox testing, Regression testing, Sanity, Ad-hoc , Smoke Testing.
- Solid understanding of test case design, implementation, and reporting.
- Understands regression testing.
- Solid analytical approach.
- Understands the place of creativity in the testing and mitigation process.
- Collaborated closely with design development and project management teams to ensure testing protocols were met.
- Communicated with clients and stakeholders to test for client requirements correctly.
- Analyzed results and documented findings for presentation at project team meetings.
- Recommended changes to make applications more efficient and intuitive.
- Approached applications from a client and end-user perspective.
- Performed detailed test case design and executed tests.
- Documented and analyzed all test results and made recommendations.
- Published test summary reports.
- Planned and executed regression testing and automation of regression testing processes.
- Coordinated with project managers and IT department to ensure time management.

**Environment:** Salesforce.com SFA & Force.com Platform , ALM , Quality Center , MS Office , Microsoft Excel, Internet Explorer, HTML, Oracle DB

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**Client : Optum**

**April 2015 - July 2017**

**Salesforce Tester**  
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**RESPONSIBILITIES**

- Created test cases, test scripts as per the requirement documents and coordinated Quality Center
- Interacted with Business Analysts/Users/Developers for gathering requirements.
- Integrated Quality Center and maintaining the Test cases and Scripts.
- Used Quality Center for generating Requirements, Test Plan, and Test Sets and for reporting defects.
- Involved in User Acceptance Testing(UAT)
- Performed Functional, smoke, Usability, Comparability and Regression testing.
- Preparing UAT test cases and setting up UAT test environments.
- Solid analytical approach.
- Understands the place of creativity in the testing and mitigation process.
- Collaborated closely with design development and project management teams to ensure testing protocols were met.
- Communicated with clients and stakeholders to test for client requirements correctly.
- Analyzed results and documented findings for presentation at project team meetings.
- Recommended changes to make applications more efficient and intuitive.
- Approached applications from a client and end-user perspective.
- Performed detailed test case design and executed tests.
- Documented and analyzed all test results and made recommendations.
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**Environment:** Salesforce.com SFA & Force.com Platform , ALM , Quality Center , MS Office , Microsoft Excel, Internet Explorer, HTML,Oracle DB.

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**Client : VMware**

**August 2012 - Mar 2015**

**Sr.Manual Tester**  
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**RESPONSIBILITIES:**

- Highly skilled Functional Tester with extensive knowledge of test strategies and quality assurance.
- schedule management. Communicates well with clients throughout testing processes and Analyzes new Business Requirements, System Specifications, Use-Cases, Design and Technical specifications.
- Involved in Creating Test Scenarios, Test case, Test Data.
- Reviewed and managed requirements and Test Plans using Quality Center.
- Uploaded the Requirements and the Test cases in the Quality Center.
- Utilized strong analytical, problem solving, judgment and skill to define appropriate balance of delivery content, quality and timing.
- Regression validation through UFT.

**Environment:** Windows 2000/XP, DB2, Mainframe, Quality Center 9.0

