

**Name – Usha Thapa**

**E-mail – [usha31071992@gmail.com](mailto:usha31071992@gmail.com)**

**Mobile - +91-8149909430**

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### **Career Objective**

Seeking a position in life to utilize my skills and abilities and achieve professional growth while being resourceful, innovative, flexible and versatile.

### **Professional Summary**

- Having 3+ years of professional IT experience in **Configuration, Customization of Salesforce Applications.**
- Extensive experience in creating and designing of **Custom Objects, Fields, Relationships, Validation Rules, Approval Processes, Process Builder and Workflows.**
- Created **Applications, Page Layouts, Record types, Sales Processes and Permission Sets.**
- Analyzed and implemented the security model (Object Level, Record Level and Field Level) using **Profiles, Roles and Sharing model** (Organizational Wide Defaults, Sharing Rules).
- Created **Reports and Dashboards** for Business Analysis.
- Worked on **Data Loader.**

### **Technical Skills**

- **CRM** – Salesforce.com CRM
- **Salesforce Skills** – Sales Cloud, Community Cloud, Service Cloud
- **IDE/Tools** – Apex Data Loader, WorkBench

**Certifications:**

- Salesforce Certified Administrator
- Salesforce Certified Advanced Administrator
- Salesforce Application Builder

**Work Experience (May-2017 to present)**

- Working as a Salesforce.com Technical Support (tier2)

**Project Experience:**

- Configuring and customizing the application according to the client requirement
- Break fixing the errors
- Managing day to day interactions with the clients

**Educational Qualification**

B.E.	Electronics and Telecom	Parikrama College of Engineering, Pune	University of Pune	60%
XII	Science	Tarapur Vidya Mandir and jr. College	State Board of Maharashtra	68%
X		Boisar Military School	State Board of Maharashtra	80.7%

**Personal Profile**

- **Name** Usha Thapa
- **Date of Birth** 31/07/1992
- **Nationality** Indian
- **Languages Known** English, Hindi, Marathi, Nepali
- **Phone** +918149909430
- **E-mail** [usha31071992@gmail.com](mailto:usha31071992@gmail.com)