• Contact

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• Skills

Salesforce.com Administration
●●●○○
Good

Salesforce.com
●●●●●
Excellent

Salesforce.com Implementation
●●●○○
Good

Salesforce Sales Cloud
●●●●○
Very Good

Salesforce Service Cloud
●●●○○
Good

CRM workflow
●●●○○
Good

Tools customization
●●●○○

TAMANNA CHHATWANI

About 5+ Years of Experience in Salesforce Administration/ Business analyst in Sales As well as Service Cloud mainly in Managing Dashboards, reports, Page layouts, workflows, and approvals. Maintaining custom objects, object relationships, standard and custom fields. Well versed in Salesforce CPQ, Product rules, Pricing, Discounting tools.

Work History

| 2021-Jan – Present | **Salesforce Consultant** |
| | Sense, Bangalore (Remote) |

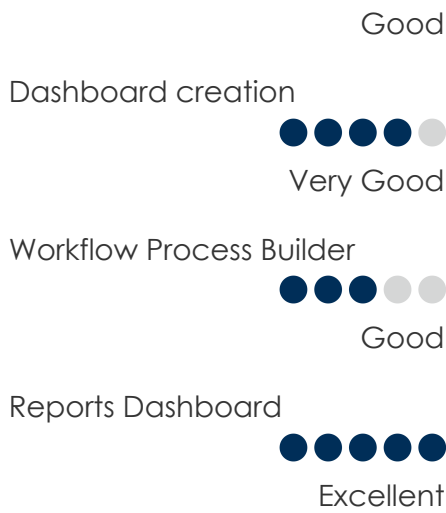| 2019-May – 2020- Dec | **Salesforce Administrator** |
| | Cognizant, Pune, Maharashtra |

| 2018-June – 2019 April | **Salesforce Analyst** |
| | Eclerx, Pune Maharashtra |

• Work Experience

Salesforce Administration

- Managing dashboards, reports, quote templates, page layouts, workflows and approvals
- Well versed in Apex Data loader

Good

Dashboard creation

●●●●○

Very Good

Workflow Process Builder

●●●○○

Good

Reports Dashboard

●●●●●

Excellent

- Salesforce CPQ, Product rules, Pricing, Discounting tools.
- Creating and maintaining custom objects, object relationships, standard and custom fields
- Establishing and implementing Salesforce best practices: system maintenance, security duplicates, backups, etc
- Experience working with Web-to-Case, Web-to Lead, Workflow, and Approval Processes
- Proficiency in MS excel (pivot tables, functions, etc.) & Data loader
- Ensuring the security settings on Salesforce are continuously up-to-date. This involves the creation and update of roles, profile sharing rules, permission sets and field level security
- Oversee the administration and maintenance of our Salesforce instance, including system configuration, data management, and user management
- Work with stakeholders to understand business requirements and translate them into salesforce solutions that drive business value
- Collaborate with developers to implement customizations and integrations, ensuring they align with best practices and follow established development processes.
- Providing training and support to users on Salesforce functionality and best practices.
- Managing data quality and ensuring data accuracy by implementing data validation rules, data cleaning processes and regular data audits.
- Stay up to date with Salesforce releases and new features and make recommendations on how to leverage them to drive business value

- **Education**

2011-2015-   **Bachelor of Engineering in Computer Science**

Rajiv Gandhi Proudyogiki Vishwavidyalya, India

• Certifications & Awards

ADM 201
ADM 211
Platform App Builder
Platform developer 1

• Interests

Listening music, Shopping