Vijaya Y

Salesforce Administrator

Contact # (408)-673-1910.   Email To: Vijayay.se@gmail.com

PROFESSIONAL SUMMARY:

- Around **7+ Years** of IT experience in Salesforce.com CRM Platform as a certified 201 Administrator in Salesforce.com and client-server architecture.
- Expertise in maintaining the Functional areas of Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
- Proficient in SFDC Administrative tasks like creating Users, Roles, Profiles, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks, case Management.
- Expertise in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, development, enhancements, testing, and maintenance of standalone object-oriented enterprise applications.
- Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support, Business processes and recommended solutions to improve their processes using Salesforce.com.
- Experience with Service Cloud and Sales Cloud Functionalities.
- Managing Community applications such as Ideas and Answers.
- Good Exposure on Configuring Customer portal and Partner Portal.
- Experienced in End-User Training and Training few customer portal users.
- Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
- Expertise in Configuration and Customization of Salesforce Automation, Salesforce Outlook Integration.
- Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Force.com Migration and Force.com Excel connector.
- Worked in Agile environment.
- Excellent experience in using SQL databases and Familiar with Stored procedures Triggers and Functions.
- Experience with tools like Force.com Explorer, Force.com Migration and force.com Excel connector.

TECHNICAL SKILLS:

Salesforce Technologies	Salesforce CRM
Reporting Tool	SAP Business Objects 4.0, Central Management Console, Information Design Tool,Web Intelligence
Operating Systems	Windows 98/2000/XP/2003/vista.
Databases	Oracle 10g/9i, MS SQL Server 2005/2000, UDB DB2, MySQL, MS Access 2007/2000
Languages	C, C++, SQL and PL/SQL.

ACHIEVEMENTS:

- **201 ADM Salesforce Certification**

EDUCATION:

Bachelor's in Information Technology.

PROFESSIONAL EXPERIENCE:

Planet Labs, SFO
Oct 18 – Till now
Role: Sr. Salesforce Consultant

Planet Labs, Inc is an American private Earth imaging company based in San Francisco. Their goal is to image the entirety of the planet daily to monitor changes and pinpoint trends. Planet designs and manufactures Triple-CubeSat miniature satellites called Doves that are then delivered into orbit as secondary payloads on other rocket launch missions.

Responsibilities:
- Involved in Defining and Documenting the scope of the project & developed Project Plans, Project Analysis and Project Deliverables.
- Worked closely with the **Sales Team & Marketing Team** to perform analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
- Worked on Customizing salesforce objects like **Accounts, Contacts, Leads, Campaigns, Reports, Opportunities, Quotes and Orders & Contracts.**
- Worked on creating Custom Objects, Custom fields, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created multiple **workflows** to automate lead routing, lead escalation, alerts and custom coaching plans.
- Worked on workflow rules to define related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
- Created Email templates, approval processes, approval page layouts and defined approval actions to automate the processes.
- Implemented Salesforce Service cloud and Opportunity Management **(Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites)** for business support and technical support for its channel customers.
- Made new feature enhancements on service cloud console view and developed some Visual force components.
- Managing **UAT sessions and Project communication. Issue (Defects) Management and Tracking**. Status Reporting and Tracking. Coordinating between teams for the defect fix and testing.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
- Developed complex Custom Reports and Dashboards.
- Good Exposure to Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.
- Created Web Forms and processed the data in SFDC with the extensive usage of Web services API.
- Developed Email handlers using Apex for generating PDFs from Leads received from several sources using Apex. the sandbox for testing and migrated the code to the deployment instance after testing.
- Interacted with the Salesforce.com premium tech support team on a regular basis.
- Worked with offshore vendors as a project lead, assign, and kept track of the resources and timeline on an ongoing basis.
- Coordinated any changes necessary, documented them and followed them up through the Change Request Process.
- Used **SOQL & SOSL** with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatica Data Loader.

- Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks based on the requirements.

Environment: SalesForce.com CRM Application Platform, Apex Language, VisualForce, S-Controls, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.

NetApp
Jan 16 – Oct 18
Role: Salesforce Administrator

NetApp, Inc. is a hybrid cloud data services and data management company. It offers hybrid cloud data services for management of applications and data across cloud and on-premises environments.

Responsibilities:

- Meeting Product Owners to gather requirements and implement using agile methodology.
- Implemented internal workflow and manage inter- and cross-department projects
- Map functional requirements to Salesforce.com features and functionality
- Design and solution for the Sales Ops Crediting and Reporting modules with SFDC to accommodate all possible workflows for Multiple Business Process.
- Perform scope and feasibility analysis of all areas considered for Sales force implementation.
- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services
- Extracted the data from Salesforce.com application into **the external databases (Oracle 11g) for generating large data reports using the Informatica on Demand.**
- Provided **Post Implementation Support, end-user Training and Day to Day Production Support** for all regions **(US, APAC, LATAM, EMEA).**
- Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
- Implemented the requirements on the Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Created various **Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.**
- **Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages**.
- Perform SFDC **administration activities, which include managing roles, profiles, queues, assignment rules, validation rules and workflows** etc.
- Implemented the requirements on the Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Created **various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts**.
- Involved in **multiple deployments** for all regional functionalities by using **Change sets**.
- Integrated Salesforce.com with an external application called Ad marvel - Ad server using SOAP API based web services.
- Made new feature enhancements on service cloud console view and developed some Visual force components.
- Managing UAT sessions and Project communication. Issue (Defects) Management and Tracking. Status Reporting and Tracking. Coordinating between teams for the defect fix and testing.

Environment: Saleforce.com platform, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Windows.

Client: Hewlett Packard, Houston, USA.
Base Location - Bangalore, India
Dec 2012- March 2014

Role: BI Developer

Responsibilities:
- As a Business Intelligence developer Single Point of Contact Involved in business meetings to gather requirements
- Developed one new universe and modified existing universes, Classes, Objects and Hierarchies based on Business logic. Created Contexts and Aliases for resolving loops and checked the Integrity of the Universes.
- Used Information Design tool as a part of Universe Development for Defining the Parameters of Universe, Inserting the table, making Joins, Resolving Loop's, Creating Classes, and Objects.
- Created complicated reports including Sub, graphical reports, formula base and Highly Complicated-formatted reports according to user requirements.
- Generated analytical reports using input controls, combined queries, Slice and Dice, Drill Down, Cross Tab, Master Detail and Formulae features.
- Prepared of High Level and Low-level design documents.
- Created complex reports using Complicated Formats and aggregate awareness functions for SQL enhancement in Designer to handle user requests for report generators.
- Created Publications on different scenarios
- Trained users on Ad-hoc reporting.
- Tested Business Objects reports and validated values as per user requirements Performed Administrator tasks using CMC to manage groups and users, Calendars and Promotion Jobs

Environment: SAP BO 4.0, Crystal Reports, Information Design tool, Design Studio, Publications, and CMC

Strengths:

- Very Committed and Dedicated to work and Active team player
- Active team player
- Very keen on learning new things both Technically as well as the Project Domain
- Proactive in taking-up new assignments

References: Will be provided upon request.