DEEPIKA .S

Mobile: +91-9789189527
E-Mail: deepikasenthilraji@gmail.com
Trailblazer id: trailblazer.me/id/dsenthil8
LinkedIn: www.linkedin.com/in/deepika-senthilkumar-b5683089

SALESFORCE CERTIFIED Administrator

SALESFORCE CERTIFIED Platform Developer I

CAREER OBJECTIVE

To work in a stimulating environment where I can apply and enhance my knowledge, skill to serve the organization to the best of my efforts and aim to provide my best efforts for management.

PROFESSIONAL SUMMARY

Modules – Sales Cloud, Service Cloud

Proficiency in SFDC tasks include

- Creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.

- Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the role hierarchy.

- Knowledge about Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

- Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns and Custom objects as per client's need.

- Performed Validation Rules, work flows, e-mail services and approval processes

- Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships and lookup relationships.

- Designed various HTML Email templates for Auto-Response to customers.

- Possess comprehensive understanding of CRM business processes like Campaign, Lead, Account and Case Managements, Forecasting, and Call Center.

- Skilled in Data Migration using Data Loader, Salesforce Import wizard, Workbench.

- Knowledge about on Apex Language, Apex Classes/Controllers, Apex Triggers and Apex Test Classes.

- Skilled with Visual Force Pages/Components and have knowledge of Apex SOAP/REST Web Services.
- Skilled in Data Migration using Data Loader, Salesforce Import Wizard, Workbench.

Working Experience

Organization   :   Amazon Mechanical Turk

Designation   :   Self Employed

Duration   :   Jan 2016 – Present

Roles and Responsibility

- Identifying objects in a photo or video, performing data de-duplication, transcribing audio recordings or researching data details.
- Image or video processing.
- Data verification and clean up: Large online directors or catalogs use mturk to identify duplicate entries and verify item details.
- Information Gathering for companies to collect and edit information.
- Data Processing to help companies to understand and respond to different types of data.
- Participating in a forum.

Working Experience

Organization   :   Redisolve Software Pvt. Ltd, Chennai

Designation   :   E-Relationship Associate

Duration   :   Sep 2015 –Jan 2016

Roles and Responsibility

- An e-Relationship Associate is a person who receives and answers customer inquiries on behalf of the company.
- It is their responsibility to provide quality instructions or responses to be able to resolve the customer's issue.
- It is to use troubleshooting, technical, communication and typing skills all at the same time. They are emphatic, courteous and always express a sincere desire to help.

WORK EXPERIENCE

Organization **:** **Scientific Publishing Services, Chennai**
Designation **:** **Copy Editor**
Duration **:** May 2014 - Jan 2015

Roles and Responsibility

- Edited, rewrote, and proofread the journals ensure legal correctness, quality communication and problem solving.

- Met and exceeded all quotas set by company for quality control.

- Communicated between authors and publishers, ensuring quality publications.

- Provided a final check on pages just prior to publication to ensure that the various elements created the desired effect.

- Fact-checked, indexed, reduced word count, created style guides.

Technical Certification

- **Salesforce Certified Platform Developer I**
  Certificate Number: 21725311
- **Salesforce Certified Administrator**
  Certificate Number: 21613583

Academic Profile

- ❖ **B. E(ECE)** from Arasu Engineering College, Anna University, completed in 2014.
- ❖ **HSC** from St. Joseph's GHSS, Kumbakonam, completed in 2010.
- ❖ **SSLC** from St. Joseph's GHSS, Kumbakonam, completed in 2008.

Personal Profile

Date of Birth	:	24-08-1993
Gender	:	Female
Marital status	:	Married
Languages	:	English, Tamil
Permanent Address	:	No: 311/D VOC Street, Ponnavarayan kottai, Pattukkottai, Thanjavur – 614602.

Declaration

I hereby declare that all the information mentioned here are true and correct to the best of my knowledge and belief.

Yours sincerely,

Deepika .S