

# ROMA KEWALRAMANI

Certified Salesforce PD1 (2434273) & Admin (21833368)

## PROFESSIONAL SYNOPSIS

- Certified Salesforce Admin and Developer with 5 years of Salesforce experience and an overall 9 years of experience in IT.
- Excellence in mapping business requirements and translating into functional specifications, use cases, services, implementations & custom designing solutions to the business challenges.
- Resourceful in communicating with clients Stakeholders to determine specific requirements & expectations, managing client expectations as an indicator of quality.
- Excellence in querying salesforce.com database using SOQL & SOSL queries. Strong understanding of Salesforce security model.

## CAREER CONTOUR

### **Jun'21 till Present IQVIA, Kochi: Salesforce - Service Operations Analyst-Niche**

- Assisted customers in troubleshooting their custom code, integration, and implementation of Salesforce products. This involved debugging, troubleshooting, and ensuring issues are fully resolved in OCE (Orchestrated Customer Engagement)
- Performed Quality Assurance testing to identify and troubleshoot software issues
- Performed Sanity & Regression testing after major release and prepared test scripts
- Assisted customers with Configuration changes, Service Requests, Business Administration, Incident Analysis, Data Management, Questions and Monitoring
- Managed Custom settings, Custom Metadata & Implemented picklists, lookups, field dependencies, master-detail relationships and formula fields to the custom objects
- Designed and deployed Custom tabs, Validation rules, Approval processes and Auto-Response rules for automating business logic
- Complete deployment of Salesforce components using Inbound and Outbound Change Sets, GIT, dtk, workbench and Copado
- Experience in Visual force Pages, LWC, Apex Classes, Triggers, Batch Classes
- Experience in integration with REST web services and postman tool
- Experienced in all project phases using Agile Project methodologies

### **Dec'16 till Jun'21 Yash Technologies Pvt. Ltd., Indore: Sr. Executive-Salesforce**

- Created and managed user groups and user profiles and configured Workflows, Flows and Process Builder, dashboards, reports & lightning pages
- Designed and deployed Custom tabs, Validation rules, Approval processes and Auto-Response rules for automating business logic
- Created and maintained Support Queues and Case Escalation rules; automated surveys to measure customer satisfaction
- Liaising with the management on regular intervals of upgrading the apps and systems in place

### **June'13 till Dec'16 FIS (Formerly SunGard), Pune: Org Administrator**

- Maintained and provided guidance for approval workflows based on business requirements, Recertified user access and approval workflow assignments
- Assigned different security roles based on employee's department and profile on Helios

## EDUCATIONAL QUALIFICATIONS

2011 to 2013 **M.B.A – Score: 67%**  
Prestige Institute of Management and Research, Indore

2008 to 2011 **B.Com – Score: 70%**  
DAVV University, Indore

## CONTACT



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## SKILLS

Good data interpretation skills.  
Possess excellent written and verbal communication and presentation skills

Efficiency in team handling  
Good team player; Proactive  
Ability to work as a Team or an individual

Efficient in handling stressful situation to meet deadlines  
Flexible in adopting changes

Ability to interact with all levels of management to establish and maintain effective working relationships with employees, clients, and the management

## TECHNICAL COMPETENCIES

- Salesforce
- OCE
- JIRA/Confluence
- Copado
- GIT
- DTK/SFDX CLI
- Workbench
- Postman
- SAP – Success Factor
- Helios
- MYSunGard
- Workday
- Ariba and Aries
- MS Excel, Word & PowerPoint

## TRAININGS & CERTIFICATIONS

- Certified Salesforce **Admin (2434273)**
- Certified Salesforce **Platform Developer I (21833368)**
- Certified **Copado Fundamentals I (018598)**
- Certified **Copado Fundamentals II (024824)**
- Undergone a certified course in **Advanced Microsoft-EXCEL**