

Professional Synopsis

Seasoned and Versatile Salesforce Administrator with experience of 4+ years in diverse areas including Salesforce Administration, Business Analysis, Production Support, Process and Project Management, Reporting.

- Distinguished excellence in troubleshooting, supporting end users, and developing technical staff to achieve performance objectives
- Strong Knowledge in **Business Analysis, Salesforce Administration.**
- Experience in analyzing business specification documents, preparing Business requirement document and implementing it for better results
- Very good on experience in designing **Custom Objects, Custom Tabs, Custom Fields, Page Layouts, and Record Types in Salesforce Lightning Framework.**
- Good knowledge in Relationships – **Lookup and Master- Detail Relationships**
- Have knowledge in **security and sharing rules** at object, field, and record level for different users at different levels of organization.
- Have knowledge in **Validation Rules, Process Builder, Workflow, Approval process, SOQL, Reports & Dashboards.**
- Having knowledge on **Pardot.**
- Conducted all data migration using the salesforce.com import tool. Migrated data from MS Excel / CSV files to SFDC using **Apex Data Loader & Workbench.**
- Excellent Interpersonal skills and team player with ability to work effectively with all levels of organization and individually as well

Professional Experience

- **Salesforce CRM Administrator/Support** in Amazon India, Bangalore from January 2020 – Till Date
- **Salesforce Admin** in Creed Global Technologies, Bangalore from June 2018 – Dec 2019
- **Technology Consultant Trainee** in Creed Global Technologies, Bangalore from Jan 2017 – May 2018

Projects

#Project -1:

CosmoCRM for Amazon India

Jan 2020 – Till Date

Project Description:

The Project involves online retail sales & marketing model for Amazon India. All sellers selling on Amazon Platform from India, will register on Amazon platform, through an external source and from the external source data is transformed onto Salesforce CRM.

- Worked with internal stakeholders belonging to nearly 15 teams to provide feasible solutions.
- Worked on Migration of nearly 10 Million records from Legacy CRM to **CosmoCRM**.
- Worked on changes in Metadata on CRM.
- Created nearly 1500 Reports and Dashboards for sales reps.
- Worked on **Pardot** data migration which involved creating Campaigns and email templates.
- Created permission sets and validation rules to restrict users working only from **India** Marketplace
- Created Workflows and Process builder to automate repeated processes
- Worked on deployment tools like **Changes sets** and **Gearset**.
- organization data clean up, by creating validation rule and setting up user restrictions
- Worked on setting up of **Single Sign On** for production and sandboxes.
- Performed setting up of Sandbox and Sandboxes refresh.
- Regularly checking for test class failures
- Provided Post Migration Support to nearly 3000 active users on CRM.

#Project -2:

Ashley – USA.

Nov 2018 – Nov 2019

Project Description:

The Project involves online retail purchasing model, designed to assist all retail stores user in Ashley. The project involves multiple objects customized to suite the business need. Multiple reports and dashboards have been created to keep track of sales and inventory management.

- Administrate and configure Salesforce lightning and provide production support to Sales and other stakeholders
- Working on various email templates for use in Workflows, Process Builders.
- Provided reasonable & understandable Reports and Dashboards to support the needs of the Users and Executives in Salesforce.com. Create and deploy Outbound Change Sets from Sandbox to Production
- Working with internal teams and assist in smooth flow of sales process
- Understand all aspects of Salesforce Configuration and technical/functional capabilities
- Develop custom list views, templates, reports and dashboards to support the business.
- Perform data imports, exports, and updating and clean-up Organization data
- Creation of all kinds of Reports and Dashboards as per the business requirements.
- Worked on Flows to create new user accounts and contacts.
- Perform all tasks related to the day-to-day Salesforce administration

#Project 3:

Effright Logistics – Logistics company

June 2018 – Nov 2018

Project Description:

The Project involves a procurement process, designed to assist the company in all areas of procurement. The project included creation of Purchase requests, Order, Quotes and Invoicing. Current stock calculation was made which assisted the company in smooth flow of Procure to Pay & Sales cycle on Salesforce Platform.

- Experience working on various standard reports to quickly deliver it to the stakeholders with high accuracy and quick turnaround timelines
- Working with internal stakeholders on their request and have the testing done before pushing it for Major or Minor Releases
- Implement and support customizations of Salesforce to meet business needs.
- Administering and maintaining the CPQ & Salesforce Implementation.
- Working with CPQ by configuring products, Bundles, Bundles within Bundles, Price Lists across all Products.
- Configured Attributes based pricing and pricing metrics.
- Testing & Validating CPQ including Products, Pricing and Quote.
- Working with internal teams to get the user setup to Salesforce.com CRM
- Manage Tab permissions, Record Type permissions and Field Level Security to implement Component based security
- Manage Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing
- Create technical documents, training materials and solutions

#Project -3

Whack Sports – Global Sporting Company

Jan 2017- June 2018

Technical Skills

- Salesforce Admin, Pardot, CPQ
- Sales Cloud, Marketing Cloud, Reports & Dashboards, Data loader, Workbench
- MS Office (Excel, Word, PowerPoint)

Education

- Master Engineering Management - December 2016
Queensland University of Technology, Brisbane Australia
- BE – Computer Science - July 2015
VIT, Bangalore

Personal Details

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Date of Birth : 29th Feb 1992