

# Rajnandini Chavan



**Mobile:** 91-7741080989

**Email ID:** Rajnandinichavan28@gmail.com

**LinkedIn:** </in/rajnandini-chavan-salesforce-admin/>

**Trailhead:** <https://trailblazer.me/id/rchavan2>

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## PROFESSIONAL PROFILE:

- 6.9 years of total IT Experience.
- 2.7 year of experience in SFDC administration
- Worked as an admin on internal Salesforce project.
- Worked with business closely to let them understand the configurations to be carried out and discussing the best practice.
- Creating custom Apps, Objects, Tabs, Fields and Custom Field Relationships.
- Creating and Modifying Record types and Page Layouts
- Creating Custom reports and Dashboards
- Creating Assignment Rule, Auto-Response Rule
- Triage support requests from the respective teams, resolving requests to an SLA and handing off technical issues to the appropriate teams on a timely basis
- ITIL V3 Certified
- Salesforce Certified Administrator (201)

## SKILLS:

- Salesforce.com, Data Loader
- Workflow, Email templates
- User Management
- Roles, OWD, Reports, Dashboards
- Sharing rules, Sharing setting, roles
- Data Import, Data Export, Data Loader

**TECHNICAL SKILLS:**

Skills	Tools/Languages	Experience Level
Cloud Computing	Salesforce.com, SFDC Configuration	Excellent
Operating System	Windows X, Linux	Good
Tools	Data Loader, Excel, TOAD-Oracle	Good
Scripting Languages	HTML5, Python	Good
Process	Service Transition & Operations, Data Analysis	Excellent

**CURRENT EMPLOYER****ZENSAR Technologies Pvt. Ltd.**

**Current Designation:** Salesforce Administrator

**Duration:** December 2017 to till date

**Tools:** Workflow Rules, Process Builder, Data Loader, Reports and Dashboard Builder, Data Import and Export, Workbench, Email Templates

**RESPONSIBILITIES:**

- Involved as SFDC Admin Configurations.
- Working on Remedy Force Support Tickets.
- Creating Fields on standard and Customs objects.
- Created Page Layouts and Records types.
- Design, developed, deployed page layouts, custom objects, custom tabs to reach the need of organization.
- Created Email Templates to maintain standard format for emails.
- User Management.
- Data Loader and Data Management
- Creating Controlling and Dependent picklist fields.
- Manage Salesforce user licenses and de-activate leavers, set passwords, session time-outs
- Knowledge of Sales and Support processes
- Created automation using salesforce features like Assignment Rule, Auto-Response Rule
- Created validation rules to maintain data quality in the organization.
- Proficiency in MS Excel (pivot tables, functions, VLOOKUP etc.)

## **Data Analyst**

**Duration:** Nov. 2015 – Oct. 2017

**Tools:** Microsoft Excel, Asset Management, CCWR, Salesforce Community, Connect Dots, Doc Central, Oracle-TOAD, Python

### **RESPONSIBILITIES:**

- Working on different request for analyzing data of Asset Management.
- 1.9 years of experience as Data Analyst.
- On time delivery of data with required analysis and request fulfillment.
- Preparing reports as required by customer and providing them to on time.
- Cleaning up the data, De-duplication, Reconciliation.
- Terminating and adding the requested assets from/to Contracts.
- Running different types of SQL queries on database interface to fetch the required data.
- Cleaning, comparing, modifying, the data with the help of Excel.

## **Service Operations and Incident Management**

**Duration:** Sept. 2013 – Sept. 2017

**Tools:** BMC Remedy, Service-Now, Manage Engine Appmanager, Manage Engine OpManager, Splunk, SCOM

### **RESPONSIBILITIES:**

- ITIL V3 Foundation Certified
- 3 Years of experience in Incident Management, Change Management
- Worked on Monitoring and Configuration of 10000+ servers, databases, services, middleware, URLs
- Configured different types of devices in different Monitoring tools, servers, databases, URL, services, processes.
- Worked on ManageEngine Appmanager, IT360, Splunk, SCOM as an administrator
- Worked as a Shift Lead, being first point of contact with Client.
- Represented team on bridge calls, P1 and P2 calls, daily Operations calls etc.
- Used BMC Remedy and Service Now tool for Incident Management.
- Incident creation, handling and routing
- MACD process – Moving, adding, changing, deleting any infrastructure device from/to monitoring tools.

## **Achievements**

- Trailhead – Expeditioner (72 Badges)
- Appreciated multiple times on job for fantastic work and on time delivery.
- Participation in SEED IT idol competition.
- Got Spot Award.
- Got Award for 5 years of partnership with Zensar

## **ACADEMICS**

<b>Qualification</b>	<b>Year of Completion</b>	<b>%</b>
B.Sc. (Computer Science)	2012-2013	73.64%
HSC	2008-2010	65.38%
SSC	2007-2008	85.38%

## **PERSONAL DETAILS**

<b><u>Address</u></b>	Wagholi, Pune-412207
<b><u>Marital Status</u></b>	Married
<b><u>Strength</u></b>	Flexibility, Coaching people, Responsible, Delegating tasks
<b><u>Hobbies</u></b>	Reading, Listening Songs
<b><u>Language Known</u></b>	English, Hindi, Marathi
<b><u>Passport Number</u></b>	NA

Good Communication, Hardworking, Team Management, Leadership skills, Pressure Handling Skills, Self-motivated, Career Minded, Positive Attitude.

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**Pune (MH)**

**Date:**

**(Rajnandini Chavan)**