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CERTIFICATIONS

Salesforce Certified Platform App Builder
Salesforce Certified Administrator

Superbadges

Security Specialist
Lightning Experience Reports and Dashboard Specialist
Business Administration Specialist
App Customization Specialist
Process Automation Specialist

Learning Jira Software
Certification in Manual Testing
HTML, CSS, SQL Essential Training
Introduction to Java Programming

EDUCATION

PG Diploma in Computers
Bachelor's in science

SKILLS

Salesforce CRM
Lightning Experience
Reports and Dashboards
Process Automation
Microsoft Office Suite
Jira, Test case management, Agile methodology
Java, HTML CSS, MySQL

ABOUT ME

Salesforce Certified Professional with experience in implementation and enhancement of Salesforce for multiple organizations (Commercial and Non-Profit). Highly self-motivated and have excellent communication skills. Demonstrated ability to work independently as well as in team.

EXPERIENCE

Salesforce Administrator/Consultant, To Empower Women, WA **Sept 2020-Present**

- Designed & prototyped Salesforce NPSP implementation from scratch for the organization.
- Conducted business analysis and worked on solution design for Clients, Participants, Volunteers and Grants management.
- Implemented formula fields, Process Builder processes and flows
- Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules to automate business logic.
- Developed and tested in sandbox, using change sets to transfer workflow rules to production

Salesforce Administrator/Consultant, Drishticon, Fremont CA **Sep 2020-Dec 2020**

- Created and developed a sales process for Drishticon.
- Guided users through a CRM transformation by leading the project design and implementation.
- Enhanced business for the clients by proposing strategic initiatives

Salesforce Administrator/BA, Midtown Family Services, San Jose CA **July 2020-Present**

- Gathered and analyze requirements from sponsor and delivered a requirement document to team and setup the salesforce account.
- Implemented email alerts, workflow rules to automate tasks, including to assignment rules, sharing and permission, validation and auto response.
- Integrated and enabled Gsuite (Calendar and email) to salesforce and created custom email templates which enhanced efficiency by 30%.
- Imported data from Excel to Salesforce using Data Loader.

Salesforce Administrator/BA, Mom Relaunch, Dublin CA **June 2020-Present**

- Formulate business requirements and delivered Business Requirement Document to project team by writing use case / test scenarios.
- Designed, created and tested custom formula fields, field dependencies, validation rules, workflows and approval processes for automated alerts.
- Designed various HTML email templates and Worked on process builder to automate email response/alerts to customers.
- Manually added new user profiles by configuring custom profiles, permission set and object settings.