Aarthi Sampath

Salesforce Administrator/Developer

Experienced Salesforce Administrator with over two years of experience in Virtusa. Excellent reputation for resolving problems and improving customer satisfaction. Areas of expertise include maintenance and security. Proactive in establishing backup and recovery processes and protocols to protect and retain valuable company data.

Work History

2019-06 - Current

Salesforce Administrator/Developer

Virtusa, Hyderabad, Telangana
Wiley

* Worked in Service Cloud such as managing cases , maintaining case records , using service console.
* Automated cases like route case ownership with queues , assign cases , escalate cases when necessary , respond to customers automatically.
* Used Email to case , Web to case for entering cases with case numbers.
* Created Macro, QuickText, Omni channels and Entitlements for making case management easier.
* Created Apex triggers for making custom actions on objects.
* Created lightning Components for Customized adds on.
* Worked with SOQL ad SOSL for retrieving data
John Wiley
* Created and maintained user profiles, Workflows , dashboards , reports on Salesforce and other CRM software.
* Set permissions for users using object-level and field-level security best practice.
* Used CRM tools/applications and Lightning builder.
* Used Data Loader for importing and exporting records for partner Salesforce users or external users.
* Implemented solutions to resolve system errors and data issues.

Contact

Address
Coimatore, Tamilnadu, 641666

Phone
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Skills

Sales Administration
●●●●●
Excellent

Sales cloud
●●●●●
Excellent

Service Cloud
●●●●○
Very Good

Process Automation
●●●●●
Excellent

Apex
●●●●○
Very Good

Lightning Component
●●●○○
Good

Problem Solving
●●●●●
Excellent

* Assisted senior sales managers with building custom reports, orders and invoices.
* Maintained data quality by identifying , deleting or merging duplicate records , cleansing and updating inaccurate data.
* Introduced agile methodologies and effective development best practices to division to enhance product development.

Education

2015-07 - 2019-03	**Bachelor of Technology: Information Technology**
	Sri Ramakrishna Engineering College - Coimbatore,Tamilnadu

Certifications

Business Administration Specialist(Superbadge)

Process Automation Specialist(Superbadge)

Service Cloud Specialist(Superbadge)

Apex Specialist(Superbadge)

Aura Components Specialist(Superbadge)

Teamwork
●●●●●
Excellent

Optimistic
●●●●○
Very Good