SALESFORCE CERTIFIED
Administrator

Amsalekha P

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Professional Summary

Successful Salesforce professional with 3 years of experience in Administrative and Development activities. Areas of expertise include maintenance and security. Proactive in establishing backup and recovery processes and protocols to protect and retain valuable company data.

Skills

- Service Cloud
- Sales Cloud
- Security & Access
- Workflow Automation

- Organization & User Setup
- Standard & Customer Objects
- Data Management / Data Loader
- Analytics, Reports & Dashboards

- SOQL / Workbench
- Knowledge Management
- Live Agent System
- Apex / Triggers / Classes

Work Experience

Salesforce Administrator

Hewlett Packard Enterprise (HPE)
📅 2018 – Ongoing   📍 Chennai

Job Description

- Responsible for data management, data clean-up activities with the help of Data Loader, Import Wizard and Workbench.
- Creating and managing user profiles, role, permission sets, sharing rules, queues and public groups based on business requirement.
- Managing Salesforce user licenses (Clickworkforce, PS Enterprise) for 25000+ users.
- Maintaining and customizing custom objects, custom fields, record types, page layouts to support vital business functions.
- Managing Service Cloud and building custom reports and dashboards as per business requirement for analysis.
- Creating Knowledge Management articles and supporting Live Agent Chat functionalities as per the business requirement and for development.
- Creating Service Cloud process flows for cases object using Process Builder.
- Customizing validation rules based on the business requirement.
- Maintaining Salesforce customizations with the help of Workflows, Lightning Flows.
- Maintaining different environments (like Prod, Test, Train), especially during Salesforce releases and providing release trainings and support.
- Performing internal audits on regular basis to validate and maintain the internal quality of achieving the business requirements/issues.
- Experience in Application Lifecycle Management (ALM) tool to create Change Requests (CR) / Business Request (BR).
- Worked closely with Salesforce architects, other developers, QA analysts for enhancements including requirements gathering, testing, and deployment.
- Knowledge in Apex, Triggers and Classes, including batch job restart process.

Education

Master of Science | Computer Science | 86%
2014-2016 | DG Vaishnava College

Bachelor of Science | Computer Science | 74%
2011-2014 | Valliammal College for Women

Higher Secondary | Computer Science | 65%
2000-2011 | Velammal Matriculation School

HPE Projects

Professional Service Automation (PSA) & Customer Solution Center (CSC)

A project is a collection of activities and related items to be managed for delivering a specific HPE service to the Customers. A project stores information such as tasks and sub-tasks, customer and order details, delivery schedules, project status, timecard and resource information. Managing the Projects for each respective queue and the Project owner to capture the timecard for the day to day activity. Financial force implementing internal HPE tools to Project to view the contract information.

Activities

- Creating projects and handling auto assignment to those projects
- Creating new user account and assign profile as per their business role.
- New templates creation and updating for process related and approval.
- Created data validation rules and formulas as per business requirement.
- Created reports and dashboards as per user requirement and managed visibility based on folder access.
- Customized page layouts for standard / custom objects.

Field Service Management (FSM) & Lead Management (LM)

The Apps created to track the onsite engineer's day to day activity and case assignment process. Lead or case been assigned by dispatcher to onsite engineers, to track and monitor the designed app. The linkage of two different tools to assign the work order and status of parts or product delivery to customer. Support and creation in both Web and Mobile Versions. ONE Lead allows HPE employees who interface with customers to submit leads to Sales, to track Campaign and Product support submitted via Leads. Handling in Leads conversion and PMO approval in queue by Sales representatives.

Activities

- Responsible for creating profiles for engineers including dispatcher profile, resource profile.
- Involved in sync and support calls in countries deployment.
- Creating Lead form, sales initiatives & PMO validation, queue management.
- Trouble shooting engineers queries with salesforce either application defect or process knowledge.
- Loading service delivery district details in bulk using data loader for engineer assignments.
- Helping the HPE internal users with part orders / entitlement process.

Achievements

🏆 Salesforce Certified Administrator
ID – 21618573

🏆 Trailhead Ranger
101 Badges | 63,875 Points

Declaration

All the information provided in this resume is true to the best of my knowledge and belief.