

Namana K G

**Certified Salesforce
Administrator
(4+ Years Experience)**

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Sex: Female | **DOB:** 18.09.1997 | **Nationality:** Indian

LinkedIn: Namana Gowda

JOB SKILLS

- Accomplished Professional with broad proficiency in **CRM Salesforce Administration**
- Development on Salesforce sales cloud by Build **Apex Classes** ,Construction of **Validation Rules**, Implementing **Custom Objects** and **Fields**.
- Inspect and troubleshoot of complicated errors and **reduced** active backlog of **100+ Issues**.
- Delivered various requirements by **configuring SFDC features** including user management, roles, custom settings, profiles, permission sets, page layouts, custom objects.
- Exposure working with German/UK/Italy Clients, where I effectively utilized **SFDC Flows** to optimize solutions.
- Collaboratively participated in the analysis, impact assessment, configuration, unit testing, and deployment phases of module migration while maintaining independent management.
- Delivered reports and dashboards for stakeholders and client admins, enabling effective data demonstration and a significant reduction of **2 hours** of manual work per day.
- Ardent Learner, Promptly Learning Salesforce Developer Concepts.

SKILLS

Databases	SOQL, SQL
Languages / Libraries	Apex, HTML
Repositories	Gitlab
Certifications	Salesforce Administrator 201 & Platform Developer I & Copado I ,II certified
Tools & Technologies	Salesforce Administration , Copado, Change sets.

EXPERIENCE

April 2022 – Present

Software Developer/ IT Design & Development

IQVIA, Bengaluru, India

- Extensive support to end users in troubleshooting technical challenges and resolved issues of **100+** tickets in short span within the Salesforce platform.
- Owning our Salesforce Platform end to end from integrations to user management.
- Extensive Experience in using Salesforce point and click configuration tools such as **validation rules, page layouts** and **Record types** in addressing business demands.
- Utilized salesforce platform to gather ,analyze and document business requirements.
- Experience in salesforce CRM administration, configuration, and customization.
- Developing **Apex classes** and **triggers** to seamlessly align with business needs, amplify functionality, and maximize efficiency.
- Constitute documents in confluence on the technical topics to help with **user training**.
- Well versed with data wizard having handled numerous requests to handle data loads.
- Guided and mentored **3+** associate software developers to facilitate their successful transition and adaptation to the Salesforce platform and product.

Achievement

- Earned **Bronze Impact Award, Ovation Impact Award** from Stakeholders for reducing backlog of **100+** Client issues in quick and Efficient way.

Senior Software Engineer

Capgemini, Bengaluru, India

Domain - Financial Services, Insurance Brokerage Firm

Nov 2019 – April 2022

- Configured Salesforce Securities using multiple methods such as Sharing Settings, Permission Sets, OWD and Profile level.
- Triaged and troubleshooted **issues** and **resolved** numerous issues of end users.
- Responsible for enhancement of different automations using flows, workflow rules, approval process, process builders that meets business needs.
- Maintained Salesforce platform by resolving issues and implemented low code solutions.
- Well-connected across teams and worked collectively to enhance business flow.
- Effective monitoring of daily sync transactions, **apex limits** and transactions.
- Developed **workflow rules** and designed email templates as per requirements.
- Well versed with SQL code **optimization**.

Certifications:

- Salesforce Administrator
- Salesforce PD1
- Copado I & II

Job Skills: Business Analysis, Salesforce CRM, Apex customization, configuration, Requirement gathering, stakeholder management.

EDUCATION

Aug 2015 - July 2019

Bachelor of Technology (Electronics)
AIT, chikkamagaluru (Affiliated to VTU)

LANGUAGES

- English Fluent

PERSONAL SKILLS

- Admirable and professional communicator.
- Leadership – **Mentoring** and Helping Junior Colleagues
- Versatility in adapting to diverse environments.