

# K BHAVYA

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## PROFESSIONAL SUMMARY

- Having 3+ years of experience in salesforce.com platform as Admin.
  - Having experience in configuration.
  - Certified as Salesforce Admin.
  - Experience in creating **Custom Objects, Custom Fields, Tabs, Apps, Page Layouts, Record Types, Fields Dependencies, Formula Fields, Custom Validation Rules and Relationships** as per the business requirements.
  - Experience in configuring **Field History, Activities (Task and Event), Search Layouts, Inline Editing and Enhanced List Views**.
  - Good experience on configuring security settings by using **Profiles, Permission Sets, Roles, OWD, Sharing Rules, Manual Sharing, View All, Modify All, View All Data and Modify All Data**.
  - Experience on Data migration activities using **Data Loader, Import Wizard and Data Export**.
  - Worked on configuring **Workflow Rules** and **Process Builder** to automate specific actions as per the business requirements.
  - Worked on creating **Public Groups** and **Queues** as per the requirements.
  - Worked on configuring **Chatter Feed Tracking** and **Approval Process**.
  - Worked on **Reports, Dashboards** and having Good exposure on Lightning Experience.
  - Experience in Deployment activities using **Change Sets**.
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## SKILLS

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|-----------------------------|--------------------|
| • Salesforce Administration | • Process Builder  |
| • Data Loader               | • Approval Process |
| • Reports and Dashboards    | • App Builder      |
| • Workflows                 | • Communities      |
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## EXPERIENCE SUMMARY

**Salesforce Admin [July 2018 - Present]**

Organization: Infosys

## **EDUCATION SUMMARY**

- Post-Graduation from Amrita Vishwa Vidyapeetham University - 2016 to 2018.
  - Graduation from Siddharth Institute of Engineering & Technology - 2012 to 2016.
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## **PROJECT HISTORY**

### **EF Admissions**

**Client:** EF Admissions

**Environment:** Salesforce.com Platform, Apex, Visual force, JavaScript, Force.com, Data Loader, Force.com IDE.

### **Description:**

- The Objective of this project is to provide a flexible solution to track the student information and help build relationship with the executives and consultancies that refer students to enroll to their ongoing programs.
- As many programs offering, the business school wanted to track which consultancies executives are working on which programs and track their status of applications and effectiveness in admission process keeping the deadlines in mind to make out the decisions as well as opportunity to analyze data helps the school continuously improve and more effectively prepare proposals for custom programs.

### **Roles and Responsibilities:**

- Worked on various Salesforce.com customizations - standard objects and creation of customized business objects, screens, views.
- Designed and developed Apex Triggers for various functional needs in the application.
- Migrate the data in excel sheets into CRM using Import/Export Wizard and Data Loader
- Created Approval Process for complex business process.
- Designed and developed the Custom objects, Custom tabs, Validation rules, Workflow Rules,
- Page layouts, Components to suit to the needs of the application.
- Designed and developed email alerts based on the application requirements.
- Responsible for creating validation rules and workflows in Salesforce.com

- Worked on Lightning Process Builder.

### **British Telecom, UK**

**Environment:** Approval process, Validation Rule, Workflow, Scheduler and email alert

**Description:**

- BT Group plc is a British multinational telecommunications holding company headquartered in London, United Kingdom. It has operations in around 180 countries and is the largest provider of fixed-line, broadband and mobile services in the UK, and also provides subscription television and IT services.
- As part of this Project, we are developing Sales Application which handles with Accounts, Opportunities and Quotes. Along with these configuring Products, Obtaining Approvals and issuing Quote to the customer.

**Roles and Responsibilities:**

- Sales Team Claim Approval: The project has been developing to track the business achievements of each sales person in the firm. Every quarter sales persons have to fill their business achievements. This form will be submitted for approval to their respective managers. Managers will get email notification that the respective sales person has submitted the form verify and approve/reject accordingly. Once the manager approves the form will be submitted to the respective sales person's supervisor and upon approval of the supervisor the person will get his claimed benefits. If supervisor rejects, in case, the cycle will repeat.

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## **DECLARATION**

I, Bhavya K, hereby declare that the above stated information is true to the best of my knowledge.

(Bhavya K)