PREMKUMAR N

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SALESFORCE CERTIFIED

Advanced Administrator

Objective:

To work holistically using the acquired skills and being productive to attain job satisfaction and career growth.

To work as an individual and a team player to achieve the combined individual goals and team goals.

Education:

Degree/Qualification	Name of the institution	Name of the board/University	Year of passing	Percentage
B.E(Bachelor's in Engineering)	Jeppiaar Engineering College, Chennai	Anna University	2016	69.6
Diploma in Mechanical Engineering	Sri Balaji Polytechnic College, Chennai.	Directorate of Technical Education, Tamilnadu	2013	89.2
Secondary School Leaving Certificate	PLWA HSS, Vickramasingapuram	Tamilnadu Board of Secondary Education	2009	87

Skills:

- ➢ Salesforce CRM (Advanced Administrator cum Business Analyst)
- ➢ Analytics
- ➢ Customer Service
- ➢ Problem Solving
- ➢ Attention to detail
- ➢ Active listening
- ➢ Windows OS and MS office

- ➢ Networking concepts
- ➢ Interpersonal and consultative skills.

Work Experience:

I. <u>Senior Process Executive (Voice)/ Success Agent – Tier 2</u>
(COGNIZANT, PUNE) July 2019 – July 2020

Organizational Setup

a) Setting the Salesforce Org for a company which includes fiscal year, business hours, currency management, default settings.
b) Controlling the UI features like UI settings, search settings, list views, homepage layouts.

User Setup:

c) To set up and/or maintain a user (for example, assign licenses, reset passwords, and resolve locked user accounts).

Security Access:

d) Organization security controls (for example, passwords, IP restrictions, identity confirmation and network settings).
e) apply the appropriate security controls based on the features and capabilities of the Salesforce sharing model (for example, organization-wide defaults, roles and the role hierarchy, manual sharing, sharing rules, and public groups)
f) To determine the appropriate use of a custom profile or permission set using the various profile settings and permissions.
g) Creating and maintaining folders that can be used to organize and secure communication templates, dashboards, and reports.

Standard and custom objects:

h) To create standard objects and custom objects.
i) to create, delete, and customize fields and page layouts on standard and custom objects, and understand the implications of deleting fields
j) to create and assign page layouts, record types, and business processes for custom and standard objects.

Service and support applications:

k) To automate case management (for example, case assignment, auto-response, escalation, web-to-case, email-to-case, case teams).

Activity management and collaboration:

l) Manage tasks, events, public calendars, multi-day events.

Data management:

m) Importing, updating, transferring, and mass deleting data (for example, CSV files, data quality, field mapping, record IDs, external IDs, duplicate records).

       n) To backup data (for example, data export service, exports, dataloader).

Reports and dashboards:

       o) creating or customizing a report (for example, report type, report format, fields, summarizing data, filtering data, charting, scheduling, and conditional highlighting).

       p) Creating and modifying dashboards (for example, dashboard components, data sources, chart types, subscribing, and running user).

       q) Creating custom report types.

Workflow/Process automation:

       r) Creating work flows and process to automate and for approval processes.

Desktop and Mobile Administration:

       s) Installation and synchronization options of Salesforce Lightning for Outlook.

App Exchange:

       t) Installing and configuring applications using Salesforce AppExchange.

II.   Quality Analyst
(WIPRO, PUNE)
| Dec 2018 – May 2019

  a. ▪ auditing the calls and monitoring if they meet the quality parameters.
  b. ▪ evaluating the calls and updating the quality sheet with score.
  c. ▪ Giving feedback to advisors on areas of improvement.

III.   Process Executive
(INFOSYS BPM, Bangalore)

  a. Handling customers from UK regarding their telecom orders and faults through chats, calls and emails.
  b. Working on fresh faults to categorize and assign it to the respective team.
  c. Reaching out to the concerned team or higher teams based on the query for updates and escalation.
  d. Documenting the updates or conversations in relevant tools for other team members to see.
  e. Providing frequent updates to customers which are high priority tickets.

Tools:

Salesforce.com

Einstein Analytics

Microsoft Excel

Certifications:

Salesforce certified administrator (ADM 201)

Salesforce certified advanced administrator (ADM 211)

Languages Known:

Language	Read	Write	Speak
English	✓	✓	✓
Tamil	✓	✓	✓
Hindi	✓	✓	✓
Kannada			✓

Hobbies

Reading, writing, learning new technologies, singing, music, networking

Working on data, exploring new tools

Sports

Kabaddi, Football, Carom Board

Personal Information:

Date of Birth: 29-10-1993

Father's Name: Neelamegan.S

Father's occupation: Security Guard

Mother's Name: Mariyapackyam N

Mother's occupation: House wife

Nationality: Indian

Marital Status: Unmarried

Blood Group: O+

Strengths:

Perseverance, Smart work, Optimistic, goal driven, Dynamic, Flexible.

DECLARATION

I, Premkumar. N, hereby declare that the information mentioned are true to the best of my knowledge and conscience.

Place:

Date:

Signature

Premkumar.N