Tilottama V. Deore

Salesforce Administrator

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PROFESSIONAL SUMMARY

- Around 3 plus years of experience in **Salesforce.com CRM Platform** and strong knowledge in **Salesforce Administration.**
- Experienced In SFDC Configuration- creating & managing users, roles, profiles, permission sets, security access, and security controls to ensure that protected data is available only to the authorized users.
- Data management to improve salesforce data quality, implementing rules and automation as needed.
- Configured workflow rules, approval processes process builder and flows to enhance business logic.
- Developed apex classes, methods, and triggers for various functional needs in the organization.
- Used VS Code for writing apex classes and triggers in VS Code.
- Good knowledge in salesforce lightning for UI design and lightning pages with lightning style sheets.
- Worked on salesforce.com sandbox and production environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using change set and workbench.
- Developed and configured various custom reports for different user profiles based on the need in the organization.
- Worked on service cloud including case management, omnichannel routing, entitlement management, service console and knowledge base.

SKILLS

Salesforce Technologies:

Saleforce.com platform, Apex Language, Apex Trigger, Apex Class & Apex, SOQL, Email Templates, Sales Cloud, Service Cloud, Lightning Pages, Data Loader, Data Import Wizards, Workflow Rules& Approvals Process, Process Builder, Flows, SFDX Commands

Salesforce Certifications:

- Salesforce Certified Administrator-https://trailblazer.me/id/tdeore1

Force.com Tools:

Apex data loader, Workbench

Programming Languages:

Apex, C, Python

Scripting Languages:

HTML, CSS, JavaScript

EXPERIENCE DETAILS

Agon IT Solutions Private Limited   **From 5th December 2018 to Present**

Salesforce Administrator

Key Responsibilities:

- Handled all basic administrative functions including user maintenance, modification of page layouts, generation of reports and dashboards, creation of custom objects and fields and other routine tasks.
- Customized user profiles, role hierarchies and sharing settings to ensure that protected data is available only to the authorized users.
- Performs system administration functions such as user management (profiles and roles), validation rule configuration, record types, picklist, page layout management, mobile setup, data management (uploads), email templates, and public groups, as well as other configuration items.
- Created lookup and master-detail relationships on objects and created junction objects and various advanced fields like picklist, muti-select picklist, formula fields.
- Developed automated workflows and approval processes for sales opportunities and lead routing.
- Developed apex classes, triggers and SOQL to fulfil business requirements.

- Used SOQL with consideration to governor limits for data manipulation needs of the application using platform database objects.
- Migrated large volumes of external data on to Salesforce.com using Apex Data Loader as part of data management functions.
- Developed and configured dashboards, reports and report folders for different user profiles based on the need in the organization.
- Customized the Dashboards to track usage for productivity and performance of business centre and their sales teams.

Brahma Valley Polytechnic, Nashik   **From 4th July 2011 to 14th Jan 2016**

Designation: Assistant Professor

Key Responsibilities:

- Used variety of learning modalities and support materials to facilitate learning process and accentuate presentations.
- Collaborated with colleagues on curriculum revision, evaluation of course syllabi and lesson plans for curriculum.
- Support the mission of the department and college to promote student learning through quality instruction, curriculum enhancement, faculty scholarship, professional development, and service.
- Carried out practical sessions with explanation about the purpose of the experiment and the procedures that follow to seek results.

S. H. H. J. B. Polytechnic, Chandwad, Nashik   **From 29th July 2010 to 1st July 2011**

Designation: Assistant Professor

Key Responsibilities:

- Supported weekly digital electronics lab sessions, contributing to student engagement, comprehension and learning objectives.
- Actively participated in arranging industrial visits & guests lectures.
- Proctored exams and provided remediation for learning improvement goals.

Hind Rectifiers Limited   **From Jan 2009 to Jun 2010**

Designation: Design Engineer

Key Responsibilities:

- Performed planning, developing, and conducting tests on electronics components.
- Analysed test results utilizing schematics and assembly drawings, and manufacturer's component documentation.

ACADEMIA

- **ME(EXTC) from** JSPM'S Bhivarabai Sawant Institute of Technology &Research Scored **CGPA 7.37** in November 2015 from Pune University.
- **BE(EXTC) from** S.V.P. M's COE Malegaon(Bk), Tal: Baramati, Dist: Pune Scored **63.13%** in June 2008 from Pune University.

PERSONAL DETAILS

Date of Birth: 10th June 1987
Address: Flat.-210, D-8 Wing, Trishala Building, Ostwal Wondercity, A/P-Betegaon,
                  Boisar(E)-401501, Dist: Palghar
Marital Status: Married
Languages Known: English, Hindi and Marathi