




Ishita Sorte

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To secure a challenging Salesforce administrator/developer role in a growth-oriented organization where I can leverage my expertise and develop innovative Salesforce solutions.

Skills

- Salesforce Platform (Custom objects, fields, page layouts, workflows).
- Data Management (data import, export, and migration with accuracy).
- Salesforce Administration, Customization, and Development.
- Process Automation (Workflows, Approval Processes, and Flows).
- Data Migration (Data Loader, Apex Data Loader, Salesforce Inspector).
- Reporting and Dashboards (Creating and Customizing).
- Security and Access Management (Profiles, Roles, and Sharing Rules).

Work History

- Ongoing Training on Salesforce OmniStudio Feb 2023 - Current
- Software Engineer Mar 2019 - Oct 2020
Perscitus Solutions Pvt. Ltd., Pune, India

Education

- Rajiv Gandhi College of Engineering, Nagpur, India 2013 - 2017
Bachelors of Engineering Computer Science
- Vande Mataram Vidyalaya: Science 2011 - 2013
Higher Secondary Board of Maharashtra

Projects

- **Salesforce Project:**
Title: The Project Tracker
Client: Engineers Lab Pvt. Ltd., Nagpur, India
Duration: 5 months (July 2022 - November 2022)
 - Implemented a comprehensive Salesforce CRM solution for Engineers Lab Pvt Ltd.
 - This project involves keeping track of Customer data/progress such as customer name, mobile numbers, email, project costs, deadlines, and project specifications. After the project is registered by the customer then an automated email is sent to customer with all the details. Additionally, whenever the customer makes a payment, an invoice email is sent with the payment details to the customer. Finally, whenever project data/materials are uploaded to the customer's record by the client, then an automated email with google drive file link is automatically sent to the customer via email.
 - Built custom objects, fields, relationships, validation rules, and page layouts to support the company's business processes.

- Automated workflows, approval processes, and flows to streamline operations and increase efficiency.
- Conducted training sessions and provided technical support to users, resulting in high user adoption and satisfaction.
- Achieved a 50% reduction in manual data entry time and a 40% increase in productivity.

- **Engineering Project:**

Title: Implementation of Virtualization model.

Description: The objective is to minimize the energy utilization of the hardware resources. This project provides local intranet to organisation and every client will be allocated with different services by an admin. All systems will run virtually on the single physical system.

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Other Skills

- Programming Languages: C, C++, JavaScript, HTML and CSS
- Salesforce Integration: Pabbly Connect, Google Drive, Twilio, Postman.
- Basic of SQL and SOQL.
- Basic of Angular 6 and Typescript.



Certifications

- Salesforce Certified Associate
- Salesforce Developer Virtual Internship by SmartInternz.
- Salesforce Administrator Virtual Internship by SmartInternz.
- Salesforce Developer Catalyst Program by FutureSkills.
- Web Designing Certification.



Strength

- Excellent problem-solving skills and ability to identify and resolve technical issues.
- Easily adaptable and flexible with environment.
- Initiative and self-motivated with positive attitude.
- Good team player with strong work ethic.
- Ability to manage multiple projects and prioritize tasks effectively.



Hobbies

- Cooking,
- Gardening,
- Painting,
- Exploring new places.