

SANDHYA RANI



Salesforce Administrator

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📍 Hyderabad - India

in <https://www.linkedin.com/in/sappa-sandhya-rani28>

Having **3+ years** of experience and proficiency in the use and **functionality** of **Salesforce** offerings like sales and **service cloud platform** and also proficient in **Admin** activities.

EXPERIENCE

Salesforce Administrator

TATA Consultancy Services

📅 Aug 2021 – Present

📍 Hyderabad, India

- Created multiple users for the employees, custom objects and worked on standard objects, fields, page layouts, custom tabs for complex **business requirements**.
- Performed data migration activities including inserting, updating, and maintaining data in Salesforce using **Apex data loader** Workbench.
- Customized **page layouts** by creating and modifying fields (text, picklist, multi-picklist) and assigning them to different profiles.
- Have knowledge about **flows**, process builder, **workflows**, apex classes **triggers**.
- Implemented **Security and Sharing** rules at object, field record level for different users at different levels of organization
- Experience in customizing objects, creating profiles, roles configuring permissions based on organization hierarchy
- Trained the new team members and managing the junior resources.
- Documented knowledge articles and analyzed Salesforce ticket data monthly to identify trends, implement process improvements, and reduce **ticket backlog**, resulting in increased issue resolution **efficiency**.
- Communicate and work with other technical teams and business data correction and maintained ownership of specific modules.

CERTIFICATIONS

- Salesforce Platform Developer I
- Salesforce AI Associate

TECHNICAL SKILLS

- Data loader, Workbench, Apex, Triggers
- Basics of LWC and SQL, SOQL.
- Salesforce.com customization, configurations like Workflow Rules, Record Type, Role Hierarchy, and Validation Rules
- create Custom objects, Page Layouts Approvals, Dashboards, Reports

PERSONAL SKILLS

- Having Leadership Qualities.
- Ability to work under pressure.
- Ability to take initiative to solve problems.

EDUCATION

B.Tech. (CSE) - 7.8 CGPA

Vignan Institute of Engineering, Vizag

📅 Aug 2017 – July 2021

Higher Secondary - 95.9%

Narayana Junior College Vizag

📅 2015 - 2017

Secondary - 9.2 CGPA

Sri Gowri Vidhya Nikethan Education

📅 2015

PROJECTS

AXA XL, UK)

- AXA XL, as a subsidiary of AXA, is a leading global provider of property, casualty, and specialty insurance and reinsurance solutions. They offer various insurance products and services to businesses of all sizes and industries.

Responsibilities

- Worked on Flows and security settings, addressing tickets and business requirements.
- Created reports based on user requirements and provided **UAT testing** support to business users.
- Managed **defect tracking**, issue resolution, and user debugging, utilizing **SOQL** to fix issues.
- Provided ongoing support to users by resolving issues in existing functionality.

Tata Tele Business Services (TTBS)

- Tata Tele Business Services (TTBS) is a telecommunications solutions provider under the Tata Group, one of India's largest conglomerates. While there isn't a specific project called the "**Tata Tele Business Service Project**" TTBS is involved in various initiatives and projects aimed at delivering telecommunications solutions to businesses across India.

Responsibilities

- Created multiple users for the employees, custom objects, and worked on **standard objects**, fields, page layouts, and custom tabs for complex business requirements.
- Inserting Data or updating data into salesforce through Apex data loader, **Workbench** & salesforce Inspector.
- Developed flows, process builder, **workflows**, apex classes & **triggers**
- Implemented **Security and Sharing** rules at object, field record levels for different users at different levels of the organization