



Nidhi Kumari  
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#### Professional Summary

- Overall 2 years 10 months of experience in IT/Healthcare/Pharma/Life Sciences industry including more than 2 years of experience in Salesforce.com/Veeva CRM platform.
- Linked IN: [linkedin.com/in/nidhi-kumari-14702917b](https://linkedin.com/in/nidhi-kumari-14702917b)
- Trailhead Profile: <https://www.salesforce.com/trailblazer/npriya26>
- Experience in Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and Force.com Platform.
- Have experience on User Access Management Related issues and further action.
- Proven experience in configuration and implementation of CRM software solutions.
- Experience in Migration of the Process builder and Workflow to Salesforce Flow.
- Experience in Migrating the data from production to sandbox using the tool like Data Loader, Data Import Wizard, and Workbench.
- Having experience on CRM tools and manage the huddle and documentation each and procedure.
- Have experience in creating various Reports (summary reports, Matrix reports, Joined reports, charts and dashboards) and Report Folders.
- Have experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
- Have experience in using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
- Have experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
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- Experience on running SOQL and SOSL query related works and extract the company and data information.
- User facing issues and providing predominant actions from our end to fulfill the requirements and advising the next course of action and taking in charge to deliver the through CRM tools.
- Our Project work follows Agile Methods and Steps.

#### Technical skills

|                   |  |
|-------------------|--|
| Sfdc Technologies | Standard and Custom Objects, Workflow & Approvals, Flow Builder, Data Loader, Reports, Dashboards, Force.com IDE |
|-------------------|--|

|                                 |   |
|---------------------------------|---|
| <b>Languages</b>                | APEX  |
| <b>Tools &amp; Technologies</b> | Data Loader, Force.com Platform (Sandbox and production). |

#### **Professional Experience**

**Centelon, Chennai, India Junior**

**Consultant**

##### **1. Project: Vodafone Fiji (March 2025 –May 2025)**

Vodafone continue to dedicate sponsorships and projects with innovative solutions to transform the lives of the Fijian people and telecommunications providers

#### **Roles & Responsibilities:**

- Worked as a **Salesforce Administrator** with Vodafone client at offsite project.
- Involved in working with Building custom Reports & Dashboards, Work flow rules, Process builder, Migration to Flow process, Formula Field.
- Administered and monitored the business process and resolving issues through agile concepts.
- Hands-on Experience in deployment Activities using the tool like Change sets from one org to another org, either Sandbox to Sandbox or production to Sandbox org.
- Migrated the data from production to Sandbox using the tool like Workbench

##### **2. Project: Aruma (June 2025 –August 2025)**

Aruma Staff can provide you with quality disability services such as Supported Independent Living Daily life skills, and Therapy and clinical Services **Roles & Responsibilities:**

- Dedicated to test the Dynamics 365 Functionality and document them as an evidences.

**GSK, Bengaluru, India**

**Regulatory Systems Specialist**

##### **Tools: Reg Vault RIM, Duplicate of Veeva Vault RIM (Oct 2023-March 2024)**

Reg Vault RIM business serving many users the GSK is using the Veeva Vault RIM platform to resolve the query based on priority, and other related business managing as a self and product based. They use various custom objects like Registration, Submission, Submission Publishing, and Submission Archiving as per Business process simplification.

#### **Roles & Responsibilities:**

- Worked as a **Business Analyst** with GSK client itself at onsite project.
- Worked on reclassification of documents based on weekly or monthly requirements
- Created and updated metadata standards and custom fields as needed, and eliminated documents that were no longer required. Additionally, Created, Disabled and Updated Document Templates.
- Developed a content plan for submission and ensured its completion by matching it with the content plan lifecycle and then sent it to the health authority for approval or rejection by country compliance rules and regulations.
- As part of my role in Duplicate of Veeva Vault RIM, like Reg Vault support Channel, resolved tickets based on priority and timeline (Low, Medium, High, and Critical) and made changes in the applications as required.
- Used RADAR prod env to assign products to the product owners after verifying the given files.

- Created my own contact list in the GRA Network tool to maintain the contact information for the organization.
- Possessed a thorough understanding of the roles and responsibilities of different teams, including LOC Executives, RIM Leads, Document Owners, Business System Owners and others.

**Genpact India Pvt. Ltd, Noida, India**

**Project: Otsuka A-CBT AMS 2022 (Jan 2022 –July 2023)**

Otsuka is health and well-being business serving many users the global is using the Salesforce/Veeva CRM platform to maintain the Fitness tracker, Banking application, other related business managing as a self and service based. They use various standard objects like Account, Contacts, Events, and Custom objects as per business requirement. All applications we are working on Lightning applications I have worked in two positions in Otsuka project for technical and supporting with Veeva CRM tool collaboration with automation and technical assistance.

**Roles & Responsibilities:**

- Worked as a **Salesforce Administrator** with Otsuka client at offsite project.
- Involved in working with user profiles, Building custom Reports & Dashboards, Work flow rules, Process builder, Migration to Flow process, Formula fields & Sharing Rules.
- Administered and monitored the business process and resolving issues through agile concepts.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Dedicated to test the Veeva CRM Functionality like Account management, record a call, sent email, consent capture, approved email, My schedule, sample management, cycle plan and document them as evidences.
- Hands-on experience in using Postman API testing tool
- Monitoring the scheduled batch apex jobs for next course of action.
- Hands-on Experience in deployment Activities using the tool like Change sets from one org to another org, either Sandbox to Sandbox or production to Sandbox org.
- Migrated the data from production to Sandbox using the tool like Workbench **Education:**

**Bachelor of Computer Sciences at MRS Punjab Technical University, 2016-2020 CGPA-8.02**

**Achievements**

- Achieved as out-standing performance and highest password reset and issues solved and maintained Good login experience.
- Received Rewards as 4 times in calendar year on consecutive years.
- Was Monitor of 10<sup>th</sup> & 11<sup>th</sup> class and perform my duties very well.
- Achieved district level Income on National Income--Merit Scholarship Scheme in 8<sup>th</sup> class.
- Achieved Second on Rangoli on conducted by College level.