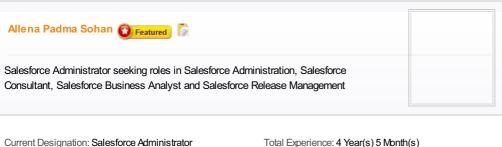


1800 102 2558 | +91 9818882211







Notice Period: 1 Month

Highest Degree: B.Tech/B.E. [Computers]

Current Designation: Salesforce Administrator

Current Company: Geneca Solutions Pvt Ltd

Current Location: Hvderabad / Secunderabad

Pref. Location: Anywhere in North India, Anywhere in South India, Anywhere in West India

Functional Area: IT Software - Application Programming /

Maintenance Role: System Admin

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Salesforce/System Administrator, Salesforce Administration, Salesforce CRM, User

Administration, Configuration Management, Project Management, Data Mgration, Data Cleansing, System

Security, Application Development, Business Analysis, Data Loader

Verified : Phone Number | Email - id

Last Active: 20-Jan-21 Last Modified: 20-Jan-21

Jump to Section

Work Experience | Education | IT Skills |

Summary

- Strategically-minded Salesforce Administration expert capable of working independently and as part of a diverse team to customize Salesforce.com environments
- Organized and logical professional able to quickly yet concisely understand departmental and Organizational toward development of data provision solutions.
- Experienced in working with clients to map out their existing Business Processes and providing system based solutions that increase efficiency and reduce operating costs.
- Extensive experience in analyzing organization processes, converting business workflows into exact Salesforce CRM workflows and configuring Salesforce CRM to meet business requirements.
- Strong Knowledge in Salesforce CRMAdministration and Customization, Sales, Marketing, Customer Service applications and Support Development team.
- Hands on working experience in Role Hierarchy, Custom Profiles and Groups creation & user management.

Work Experience

Geneca Solutions Pvt Ltd as Salesforce Administrator Aug 2016 to Till Date

Project #1:

Client: Cardinal Health, Columbus, OH Project Title: NPS Cardinal Sales

Platform : Force com Role: SFDC Admin Team size: 5 Project Description:

Cardinal Health consolidates product orders from hundreds of manufacturers into pharmacy-specific deliveries for retail, hospital and alternate-site customers. Maintains daily management of logistics, inventory and administrative activities using salesforce CRM Working with standard objects like, account, contacts and cases. Responsibilities:

- Assist in performing and executing functional testing. Developing use cases, test scripts, and translate these for usage in automated regression testing
- Perform unit testing, integration testing, and performance testing of new application functionality. Analyze and mitigate issues identified during testing
- Ensure reporting is created and structured to inform Management on the performance of their teams and the businesses
- Ensure reporting is created and structured to provider Management on the health of their teams and the business
- Provide remote training through creating training materials and running training sessions
- Maintain data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data
- Manages all new user provisioning, including the auto-provisioning integration between OKTA and Salesforce using Active Directory security group membership
- Self-directed learning problem solving and researching of system issues

Important

· Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld

Spend up to 60% of the time resolving end-user issues and assisting with training

Project #2: Client : Encore Capital Group

Project : Propel
Role : SFDC Admin Team size: 6 Project Description:

This is a Financial Service Application which maintains customer Loan information such as personal information, payment dues, payment transaction and FAQ's. Project also has Communities Enabled which helps customers to access their own personal and loan information.

Responsibilities:

- Involved in Creation and Customization of objects, fields, page layouts
- Administered and configured Salesforce for users categorized under various Roles and Profiles
- Defined lookup and master-detail relationships on the objects to establish connectivity among objects
- Maintain and developed the Custom objects, Custom fields, Custom tabs, and Validation rules
- Involved in uploading of data through Data Loader.
- Involved in creating Approval Processes.
- Created Workflows and Approvals
- Involved in creating Roles, Profiles and Page Layouts.

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Education

UG: B.Tech/B.E. (Computers) from Raghu Engineering college, Visakhapatnam in 2016

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IT Skills

Skill Name		Version	Last Used	Experience
*	SalesForce.com, Microsoft Office Excel			
Clo	oud Computing			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				

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Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent / Temporary Employment Status: Full Time, Part Time

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