



Alena Padma Sohan

Salesforce Administrator seeking roles in Salesforce Administration, Salesforce Consultant, Salesforce Business Analyst and Salesforce Release Management

Current Designation: Salesforce Administrator	Total Experience: 4 Year(s) 5 Month(s)
Current Company: Geneca Solutions Pvt Ltd	Notice Period: 1 Month
Current Location: Hyderabad / Secunderabad	Highest Degree: B.Tech/B.E. [Computers]
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 Migration, 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

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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 CRM Administration 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 provide 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.

- Self directed learning, problem solving, and troubleshooting of system issues
- Spend up to 60% of the time resolving end-user issues and assisting with training

Project #2:

Client : Encoore 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			
Cloud Computing			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time

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