

PRIYANKA VERMA

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MY PORTFOLIO - Portfolio created by me

0415107426

Melbourne



SUMMARY

- **Results-driven Salesforce Consultant with 3 years' + experience in optimizing CRM processes and enhancing user experience. Proficient in managing Salesforce configurations, implementing solutions, and providing ongoing support to ensure maximum system efficiency.**
- **Strong hands on experience in configuring, customization using flows, deployments and all Salesforce led process documentations.**
- **Project coordination and consulting for NPSP implementations.**
- **Strong analytical skills and a logical approach to problem solving**
- **Solid stakeholder and relationship management skills**
- **Committed to leveraging Salesforce Platform to drive organizational growth and streamline operations.**
- **I am enthusiastic and excited to learn more and grow into Salesforce ecosystem.**
- **Agile Methodologies**

- Worked on Conga Composer.
- Experienced in data manipulation tools such as Excel.
- Proficient in executing complex Salesforce data loading activities.
- Skilled in reading and writing SOQL queries.
- Confident in working with Salesforce automations, including Flows.

SKILLS

- Salesforce Certified Administrator and Certified Platform App Builder
- Sales cloud. Service cloud. Communities etc.
- Zapier integrations.
- Trailhead Points: 79,675
- Rank: Ranger
- Badges: 137
- Salesforce Platform Basics, Data Modeling, Data Management.
- User Management, Deployment checklist management, post deployment/pre deployment activities.
- Salesforce NPSP cloud in depth knowledge.
- CI CD, CLI deployments and data loader experience.
- Release maintenance and documentations (deployment checklist etc)
- Volunteer management, donation management and other modules of NPSP.
- Salesforce configuration (custom objects, fields, formulas, validation rules, approval processes, Flows, page layouts, reports, and dashboards).
- Documentation in the project.
- Status reporting.
- Unit testing the components configured/developed.
- Data Mapping and high level business diagrams on Draw.io.

CERTIFICATIONS AND COURSES

- Salesforce Certified Administrator.
- Salesforce Certified App Builder.
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified AI Associate
- Copado FUNDAMENTALS I MP

- Copado FUNDAMENTALS II MP
- Copado FUNDAMENTALS I SFP
- Copado FUNDAMENTALS II SFP
- Project based Salesforce Admin and Adv Admin Hands-On Training by Archana Rajendran on UDEMY
- Salesforce System Admin and App Builder Dual Certification- Udemmy

EMPLOYMENT HISTORY

Blaze Your Trail (Current) - Salesforce Consultant

- Platform release and maintenance activities.
- Assisted in solution demos.
- Maintenance of component workbooks and deployments.
- Successfully Created Web to Lead form and used auto response configuration to automatically send an email to the lead and add them to a mailing list or CRM.
- Involved in calls with Stakeholders to analyze requirements and drafting user Stories/Epics on JIRA.
- Story refinements and mapping requirements to technical specs.
- Working with testing team to verify test cases.
- Perform administration duties including provisioning access and reviewing logs.
- Document detailed knowledge articles to assist with knowledge transfer within the team.
- Field mappings from Interface attributes to Salesforce fields.
- Configured sales processes and record types in Sales Cloud.
- Customized Jot Form integration using Zapier with Salesforce and enabled users to use web based form for request generation.
- Configured Service Cloud features to enhance customer support.
- Customized Service Cloud components to streamline service processes.
- Utilized dynamic form functionality to create Lightning record pages in Salesforce.
- Created a personal portfolio on Experience cloud and customized the UI using HTML markups.
- Setup Auto Response rules.
- Daily issues of customers and work on the resolution and debugging.
- Email to lead implementation and work on the UI improvements in the org.
- Daily reporting on the Health of the Salesforce Platform.

- Understand the user requirements and translating into salesforce specific requirements.
- Created Record Triggered flows, Screen flows for the Application.
- MS Excel skills to configure using excel sheets for day in day out project specific activities.
- Salesforce data migrations and data imports. Analyzing the anomalies in data and transforming to import within Salesforce orgs.
- Deployments using CLI and CI CD tools. Maintaining Repository in GitHub and branch management.

Salesforce Consultant at LS Technologies.

Nov 2022-May 2023

- Worked as a consultant for Salesforce Lightning for users across the company.
- User access management for the users on boarded.
- Developed and maintained custom reports and dashboards to track sales performance, customer satisfaction, and other key metrics, providing real time insights that led to an increase in revenue.
- Profiles and permission sets/permission set groups setup.
- Data load for historical data into the system using data loader.
- Component check list management for deployments.

BSI , India (Noida) – Salesforce Administrator.

May 2020- Dec 2021

- Worked as Administrator for Salesforce data migrations and ensuring the data is masked.
- Testing Salesforce Encryptions and Shield implementation.
- Established custom objects and implemented workflows.
- Created Validation rules and Formula Fields on Objects.
- Customized page layouts for different record types.
- Reconfigured compact layouts to optimize user interface.
- Worked as Cyber Security consultant for the Infra Companies systems.
- Auditing of the applications implemented and impact analysis of the same.
- Approving and analyzing software vulnerabilities within the IT space and addressing to the concerned teams.

References: Will be shared on request.

Availability – 1 week