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**Arunjyothi Vancha**

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**SalesForce Admin**

**CAREER SUMMARY:**

* Around 4.5 years of experience in IT industry encompassing a wide range of skill sets, roles and industry verticals
* Involved in multiple Software Development LifeCycle (SDLC) phases like requirement gathering, requirement analysis, design, development, implementation & enhancement of IT Projects.
* Proficient in creating Roles, Profiles, Page Layouts, Workflow Alerts and Actions, Approval processes,
* designing of custom objects,custom components, custom fields, page layouts, custom Tabs and various other components as per the client and application requirements.
* Knowledge of SFDC standard data structures and in-depth knowledge of Force.com platform and ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Highly motivated Professional with strong experience as Sales force Admin.
* Created and managed custom objects, Profiles, roles, fields, formulas, list views, templates.
* Created complex Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Synchronized with the business process review meetings and multiple teams for ascertaining standardized workflow processes.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Participated in the training sessions provided by the Salesforce team.
* Excellent communication, interpersonal skills and ability to work both individually and in a group.
* Good Documentation Skills including Drafting Statement of Work (SOW), User Requirements Document (URD), Functional Specification Document (FSD) and User Manuals.
* Having Knowledge in dataflow diagrams and Entity Relationship diagrams.
* Systematic approach, quick adaptability to new technologies.

**CERTIFICATIONS & TECHNICAL SKILLS**

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| Certification | Salesforce Admin 201 |
| Methodologies | OOAD, SDLC |
| Salesforce Tools | Salesforce.com, Apex Data Loader, Import Wizard, Salesforce for Outlook,Chatter Desktop Tool |
| Supporting Tools | MS Project, MS Visio, Word, Excel, Power Point |
| Domain Knowledge | Sales force CRM , Insurance,(compensation management),ERP |
| Databases | SQL Server 2000/2005 |
| Frameworks | Force.com, .NET Framework 1.1/2.0/4.0 |
| Operating systems | Win 98/XP/2003 Server. |
| Tools & Applications | Advanced MS Excel Skills, Quick view, Tableau, Open Office, MS Office, outlook, Crystal reports, Box Analyzer, PowerPoint. |
| Ticketing Tools | ITSM, Service Now, BMC Track-It |
| Web Technologies | ASP.Net, HTML and Java Script. |

**Education**

* Master of Computer Applications (**M.C.A**) from Osmania University.

**Experience:**

**Client:** Cannondale Bicycle Corporation

**Location:** Bethel, CT

**Duration:** May 2017 – Oct 2018

**Role:** Salesforce Administrator

* Managed hierarchies, role profiles and user access privileges in a multi-organization salesforce.com instance.
* Experience in designing of Dashboards, reports, Data Validation and various other components as per the client and End User requirements.
* Worked with Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services, Sharing rules, Security Controls, Sandbox data loading.
* Worked on moving data from external legacy system into Salesforce application using Apex Data loader & CSV files (for insert, update, and bulk import or export)
* Performed Excel data analysis using Lookup, pivot tables, formulas, data validation, Conditional formatting, graph and chart manipulation as per client requirements.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com applications in the Eclipse development environment.
* Worked with translation Workbench to enable different languages for users.
* Written sharing rules in the application for different object to maintain data visibility across different users.
* Extensively used HTML tags, Frames and CSS (Cascading Style Sheets) to maintain uniformity in the Web pages and also avoid View State Limit.
* Involved in Data migration from legacy system to Sales force.
* Implemented Chatter in the Organization for users collaboration.
* Facilitated efficient communication between upstream and downstream systems during SIT and UAT phase of the project
* Coordinated and transferred knowledge to offshore team (5 members).
* Defined documentation review cycles for the project and assign review tasks to the project team. Follow-up with reviews to see them through the completion.
* Used Service Now as the ticketing tool and chatter for the user communications.

**Environment:**Saleforce.com platform, Visual Force Pages, Custom Component , Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, HTML, Web Services, Reports, Sandbox, Eclipse IDE Plug-in, Workbench.

**Client:** Pacific - Cycle Inc**.**

**Location:** Madison, WI**.**

**Duration:** Sep 2016 – Nov 2017

**Role:** Sales force Administrator

* Managed all new user set-ups and deactivations supporting over 500+ salesforce users, worked on cleaning and merging of Duplicate data
* Performed administration tasks like creating/customizing Roles, Profiles and Permission Sets.
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Created Custom objects, Page layouts, Custom tabs and Components.
* Proactively developed and managed complex workflows, approvals, validation rules, assignment rules, formulas, page layouts, list views and templates.
* Created and modified different page layouts and assigning page layouts based on record types in the application.
* Worked in Workflow rules and Workflow approvals, created actions like Email alert, Field Update and Outbound Message.
* Created different workflow rules and approval process for various campaign processes.
* Created and customized Reports and Dashboards as requested by the business users.
* Implemented Web-to-Lead, Email-to-Case for capturing salesforce Leads and Emails created via web or emails received to support email.
* Deployed application from Sandbox to Production using Change Sets and Force.com Migration tool.
* Involved in Discussions with Business Analyst and Project Managers to provide best solutions possible in Salesforce for the requirements collected.
* Maintained the client relationship by communicating the daily statuses and weekly statuses of the project.
* Involved in SFDC application support for business users.
* Used ITSM as the ticketing tool for all the user communications.

**Environment:** Saleforce.com platform, Apex Language, Visual force (Pages, Component and Controllers), Pages, Data Loader, HTML, Java Script, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Sales force for outlook, Chatter

**Client:** Diversey Inc**,**

**Location:** Racine, WI

**Duration:** May 20014 – Sep 2016

**Role:** Sales force Administrator

* Involved in Sales force Application Setup activities and customized the apps to match the functional needs of the organization.
* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on Profiles, Groups, Queues and Sharing Rules.
* Implemented Profiles, Roles, Users, Page Layouts, Email Services, Approval Processes, Workflows, Reports, Dashboards, Tasks and Events.
* Configured and Maintained the Sandbox Environment for easy collaboration of Development and QA Activities.
* Strong experience in working with Security framework, Dashboards and Reporting modules.
* Developed dashboards with combination charts for clear understanding for end users.
* Created/Generated Reports by extracting data from database into Excel, csv files for various data requests.
* Worked on Unit testing for the customizations and developments done during the project.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Effectively created the Picklists, dependent Picklists and junction objects to establish the connectivity among objects.
* Worked closely with the Development team during deployments, integrations and Go-Live support.
* Used Changesets to deploy components into different environments (from Dev Sandbox to Production systems) and performed pre and post deployment activities before and after validating the change sets.
* Experience in Dealing with Salesforce Support calls in case of any Salesforce Org issues.
* Extensively used Dataloader for CRUD operations like Import, Export, Upsert, Update and Delete.

**Environment:** Salesforce.com, Eclipse IDE, Force.com IDE, Visualforce pages, Custom Objects, Sharing Rules, Workflows, Approval Process, Communication Templates, Data loader, Import Wizard, Force.com platform, MS Outlook Connector.