**Goals for 2018:**

Achieved all the goals set for 2018.

**Documentation:**

* Created Documentation of all objects and fields and some important features.

**Customer Support:**

* Provided awesome customer support to the users in the org and made sure all the issues are resolved ASAP to the max within 2 days.
* Worked on almost 500 Service Tickets this year.

**System Monitoring:**

* Created a dashboard for system monitoring and monitored all licenses, data usage and overcome limitations in Salesforce.

Made sure Salesforce is never down.

* Limited Salesforce licenses for each team.

**Certifications:**

* Earned Apex Specialist Super badge in salesforce.
* Gained few lightening badges and gaining knowledge in lightening.

**System Clean Up:**

Now salesforce is clean system with no junk.

* Set up Role hierarchy.
* Cleaned and set up pagelayout for all profiles.
* Cleaned Salesforce apps for all profiles.
* Cleaned all Reports.
* Cleaned all Queues.
* Took care of security of the system by limiting permissions to everyone in the org.
* Separated fields to be deprecated.

**Propel integration:**

* Integrated Salesforce with Propel and stop using Omnify.
* Supporting propel related requests and changes.

**System Administration:**

* Took full access and administrator for Time Trade, Avalara, Zipwhip, Propel, Chargent.
* Taking care of Slackweb hook set up.
* Managing Salesforce related projects in Jira.

**Other Projects:**

* **Zipwhip Integration:** Integrated Salesforce with Zipwhip and made salesforce ready for Zipwhip.
* Took care of on-boarding people.
* Did many Automations and enhancements requested by Sales team.
* Included Salesperson images in templates.
* Set up PHP and PHG assignment.
* Implemented lightening in sandbox.
* Online Tracking URL.
* Discovery Goals Project.
* Lead Automation: Automated task and automated email send outs on Lead.
* Sales Tax Calculation: Modified unit price by removing discount to the list price on order.
* Email templates – Created many HTML Templates for Client Care and Sales.
* User set up with Slack webhook.
* Did all deployments.
* Did almost 40 projects in this year.

**Projects worked in 2018:**

* Service tickets: 500.
* Projects: 30.
* Propel integration.
* Managed propel related requests and changes.
* Zipwhip integration.
* Set up System dashboard.
* Set up Role hierarchy.
* Set up pagelayout for all profiles.
* Managed Security - Revoked delete access and more permissions from all profiles.
* Cleaned Salesforce apps for all profiles.
* Limiting Salesforce licenses for each team.
* Cleaning Queues.
* Cleaning reports.
* Deprecated fields - separated fields that are not used.
* Inserted Salesperson images in templates.
* Set up Lightening in sandbox.
* On boarding people.
* Automations and enhancements requested by sales team.
* PHP and PHG assignment.
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* Discovery Goals Project.
* Lead Automation: Automated task and automated email send outs on Lead.
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* Did all deployments.

and many more………….

Key Responsibilities

• Followed and implemented best practices for SFDC development

• Took care of almost 500 Service requests from users, and troubleshooting all system issues and meeting all the escalations and made sure all the issues are resolved ASAP to the max within 2 days.

• Making sure all the teams in Eargo are using salesforce efficiently.

• Created and managed standard and custom objects, fields, formulas, and page layouts.

• Involved in customization of salesforce with NetSuite to meet business requirements

• Handled ongoing customization of Salesforce.com, including reports and dashboards

• Created workflows, functions and configurations.

• Managed users, roles and hierarchies, groups, and security settings by setting up roles, profiles and managing permissions.

• Developed validation rules and workflow rules as well.

• Involved in merging leads and accounts to cleanse data and implemented rules to stop allowing duplicate leads.

• Involved in integration and managing many third-party applications like Time Trade, Avalara, Stripe, Chargent, Propel, Zipwhip.

Minimum qualifications:

• Had 6+ years of Salesforce administration experience, with bachelors and Master’s degree with Certifications of Salesforce Advanced Administrator and/or Certified Salesforce Advanced Developer and Apex Specialist Super Badge.

• Had great knowledge in salesforce and on Apex and visual force development.

• Created many workflows, process builders, Flows, validations rules, automation processes, schema configuration, reports & dashboards, sandbox maintenance and deployment

• Did documentation and had a note of all the changes we made in SF and tracked all the changes in Jira.

• Resolved many technical issues and provided solutions • Having good communication skills. • Worked on little Apex and development part

• Designed the solutions

• Completed all my tasks and always up to date with my work and have good time management skills

• Have strong command over the systems I am handling

My Responsibilities Matching the Job Description:

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