**SUMMARY:**

* I have 4.5years of experience as a Salesforce Administrator.
* Experience in Sales Cloud and Service Cloud implementations, salesforce.com sandbox, and production environments.
* Experienced in building Custom Applications that includes Administration, Configuration, Implementation, Support of Salesforce CRM.
* Expertise in maintaining the Functional areas of Data Management, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Custom Objects, Dashboards and Reports.
* Experience in migrating data into Salesforce application using apex data loader through CSV files.
* Extensive experience in designing custom objects with relationships, custom fields, Picklist, Page layouts, Workflow, Approval Process, Validation Rules, Flows,Custom Tabs, reports,Dashboards, and Email generation according to application requirements.
* Expert in generating and analyzing custom reports and dashboards for management and various business unit personnel to provide detailed information on key performance indicators.
* Proficient in dealing with the functionalities related to the Service cloud and Sales Cloud
* Proficient in working with JIRA.
* Hands on experience in Administration setup like manage Users, Security Controls, Data Management, salesforce shield, creating Roles, Profiles, and Integration with Salesforce web services.
* Experience in working on Salesforce deployments using changesets.
* Excellent team player, ability to work in groups as well as independently.
* Extensive experience in lead, case management web-to-lead, Web-to case, and Email-to-case.
* Implemented security and sharing rules at object, field, and record levels for different users at different levels of the organization.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Apex Data Loader.

**EDUCATION:**

* **Bachelor of Technology in Electronics and Communication Engineering**

Jawaharlal technological University, Kakinada. –May 2011

**TOOLS & TECHNOLOGIES:**

* **Salesforce Administration:** Manage Users, Roles, Profiles, Validation Rules, Workflow Rules, Approval Process, Process Builder, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Reports, Dashboards, Portals (Customer and partner), Sharing Settings, Communication Templates, Sandbox Refreshments, Deployments (Change sets).
* **Salesforce Tools**: Salesforce CRM, Apex Data Loader, Force.com CLI, JIRA, Force.com Migration Tool.

**PROFESSIONAL EXPERIENCE:**

* Working as Salesforce Administrator in VLUMSOFT TECHNOLOGIES LLP, Hyderabad.

**PROJECTS:**

**Fisker Jan2021 – Present**

**SalesforceAdministrator**

**Responsibilities:**

* Working on day-to-day administrative activities like production issues, user management, and other administrative tickets.
* Attending daily scrum to provide updates on the stories/defects I am working on.
* Working on Productions issues.
* Working as an admin for both Sales and service cloud functionalities.
* Customized Page layouts for Opportunities, Contacts, and Accounts for different profiles.
* Configure and maintain standard/custom objects, record types, fields, page layouts, formulas, data validation rules, custom workflows, approval processes, flows, installed packages, etc.
* Research historical configuration and customization and bring forward future versions or improve with new Salesforce versions.
* Provide technical design for new functionality, develop, and implement new functionality.
* Move code from lower sandboxes to the production environment and address issues related to functionality, integration, etc.
* Maintain user roles and profiles, security settings, access settings, etc. (User Profiles, Role Hierarchy, Sharing Rules).
* Establish and implement change control and best practices regarding system maintenance, configuration, development, testing, data integrity, etc.
* Working on Salesforce deployments in Change set.
* Engage with business stakeholders to understand the requirements and work with project leads on the implementation possibilities and challenges. Translate approved solutions into actionable deliverables, ensuring high levels of quality, accuracy, and process consistency.

**First Data Sept 2018 – Dec 2020**

**Role: Salesforce Administrator**

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