Amruta Kadam

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**CAREER OBJECTIVE**:

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

**PROFILE SUMMARY**:

Overall, 8+ years of experience & 3. 8 years of experience as salesforce admin and developer working with Artech Infosystems Pvt Ltd (Google)

Salesforce Developer with experience in Requirements gathering and Creating Custom Objects, Tabs, Custom Apps, Page Layouts, Data Mapping, Cleansing, Data Export and Imports, Application Support, Security Administration, Maintenance, and User Security Management, Creating Reports, Dashboards, Analytic Snapshots, Visual Force Pages, Apex, Triggers, Data migration.

**PROFESSIONAL EXPERIENCE**:

**Artech Infosystems Pvt Ltd**

**Client: Google**

**Position: Salesforce admin and Developer**

**Period: 7th June 2021 - Till Date**

Responsibilities:

* Interacted with the salesforce.com premium tech support team on a regular basis.
* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Worked with clients to gather requirements and design solutions that meet their business needs
* Involved in salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on salesforce. Com platform and force.com
* Worked on sales cloud and service cloud with various salesforce.com objects like accounts, contacts, leads, campaigns, reports, and dashboards.
* Involved in data mapping and migration of data from legacy systems to salesforce.com objects and fields using tools like data loader, It evaluated cast iron for migrating data within the salesforce.com implemented SFDC integration using rest/ soap web service API's extensive experience creating roles, profiles, email services, and page layouts.
* Developed various custom workflows, formula fields, master-detail, lookup relationships, tabs, validation rules.
* Developed various custom objects, tabs, components, and visual force pages.
* Designed and developed custom Salesforce applications for clients in various industries, including century link , Support ticket management System project for google services.
* Developed custom Apex classes, triggers, and controllers to enhance functionality of Salesforce applications
* Built custom Apex classes, triggers, and controllers to enhance Salesforce functionality • Created Visualforce pages and Lightning components to provide intuitive user interfaces for clients' end-user
* Conducted data migration and data cleansing using Salesforce Data Loader and other tools

**Infosys BPM Ltd., Pune**

**Process: CenturyLink repair team**

**Position: Salesforce admin**

**Period: 30th may 2020 – 2nd June 2021**

Responsibilities:

* User Management: Create and manage user accounts, profiles, roles, and permission sets within Salesforce to ensure the appropriate access levels and security for telecom project team members.
* Customization and Configuration: Utilize Salesforce declarative features such as custom objects, fields, page layouts, record types, and validation rules to tailor the Salesforce environment to meet the specific requirements of the telecom project.
* Data Management: Design and implement data models, including custom objects and relationships, to support the telecom project's data management needs. Ensure data quality and integrity by defining validation rules, workflow rules, and data validation processes.
* Reports and Dashboards: Create and customize reports and dashboards to provide insights into the telecom project's performance, sales pipeline, customer interactions, and other relevant metrics. Configure report folders and dashboards to ensure proper access and visibility for project stakeholders.
* Collaboration: Collaborate with cross-functional teams, including sales, marketing, customer service, and IT, to align Salesforce functionality with the telecom project's objectives and ensure seamless integration with other business processes.

**Process: Telstra corporation ltd**

**Position: Network Specialist**

**Period: 26th Dec 2017-25th may 2020**

* Responsibilities
* Managing different platforms for customers related to various networking devices
* Troubleshooting on Routing & Switching related issues of Enterprise Network
* Cisco Routers 1800Series from Configuration to Hard Replacement
* Working on Cisco, Juniper and Alcatel devices, Cisco Wireless Devices and various WIFI related issues
* Knowledge of Alarm monitoring tools such as Netcool, Super Dam
* Managing all kinds of hardware related issues from line card to switch card replacement
* Knowledge of ticketing tools such as BMC Remedy

**Tata Communication Limited**

**Position: Network Engineer**

**Period: 1st September 2014- 26 December 2017**

**Responsibilities:**

* Working on different logs & troubleshooting on Cisco Routers & Switch, Media Converters, MUX & Wireless devices like RADWIN & WiMAX
* Alarms monitoring & troubleshooting of the communication network by using ECI XDM, TEJAS MUX
* Troubleshooting for the circuits riding on copper media with modems & interface converters of various vendors by loop-break testing
* Effective Coordination with various service providers like Tata Teleservices Ltd, Reliance, etc.
* Handling of Enterprise Customers complaints through OSS-BSS tools such as BMC Remedy & Viz net as well as troubleshooting their links

**Technical Skills**

* Salesforce Development: Apex, Visualforce, Lightning Components, SOQL, SOSL, Apex Triggers, Apex Classes, Apex Batch Jobs, Apex Web Services, Apex REST Services
* Salesforce Administration: User and Access Management, Record and Field Level Security, Custom Object and Field Creation, Workflow and Approval Process Design, Report and Dashboard Creation, Data Loader
* Programming Languages HTML, CSS, Visualforce, JavaScript, jQuery.
* Integration Tools Data Loader, Force.com,
* SSIS (SQL Server Integration Services).
* Databases SQL Server 2012/2008R2/2005, MS Access.
* Interface Tools Data Loader, SQL loader.
* Operating Systems Windows 95/98/2000/2003/XP/windows7/8, OS X.
* Others Microsoft Office (Word, Excel), SSRS (SQL Server Reporting Services),salesforce .com

**ACHIEVEMENTS**:

* Successfully completed Salesforce admin and developer from box3 consultancy services.
* Received Rising star award for Network Comms issue resolution
* Successfully completed the training for Cisco Certified Network Associate CCNA (R&S) from Tipster InfoTech LTD

**EDUCATIONAL QUALIFICATION:**

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| --- | --- | --- | --- | --- |
| **Examination** | **Institution** | **University/board** | **Academic Year** | **Percentage** |
| M.C. A | Dr Moonje Institute | Pune University | 2013 | 57% |
| B.C. S | Sardar Patel College | Nagpur University | 2010 | 53.12% |
| H.S.C | Janata Mahavidyalaya college | Nagpur Board | 2007 | 61% |
| S.S.C | St. Mary’s Convent school | Nagpur Board | 2005 | 71% |