**Jyothi C**

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**Professional Summary**

I have 6 years of experience in IT industry as a **Salesforce Administrator,** able to maximize existing Salesforce applications and integrate them into an existing sales system. Proficient in troubleshooting Salesforce configure Salesforce applications and able to work with a variety of database tools. Brings extensive computer database and hardware technical skill into the world of Salesforce Administration.

**Skill Set**

* Experience in Salesforce.com Architecture, Data Model, development and skilled in applying formula-based Validation Rules, Workflow Rules, Outbound Messages, Creating Custom Apps and Custom Objects, Applying Sharing Rules, Handling Page Layouts, Related List, custom fields and defining Field Dependencies, Working with Standard & Custom Buttons etc.
* Salesforce.com Administration: User creation, Profile settings, Role settings, App migration, Data Migration using Data Loader etc.

**Work History**

|  |  |  |
| --- | --- | --- |
| ***Organization*** | ***Designation*** | ***Duration*** |
| IQVIA | Application Dev Spec1 | Mar 2021 - Present |
| NetApp | Sales Analyst | Oct 2019 -Mar 2020 |
| NetApp | Sales Analyst | Mar 2017 -Mar 2019 |
| Microland | Salesforce Administrator | Nov 2013 - Mar 2017 |

**Academic Information**

* M.B.A (Systems and Marketing Specialization) from R V Institute of Management, Bangalore with 66.4% in 2013 - Bangalore University.
* B. Tech (Computer Science Engineering) from VITS Collage, Proddutur with 58.99% in 2011 – J.N.T.U-Anantapur University, Andhra Pradesh.
* Intermediate (M.P.C) passed in 2007 from Board of Intermediate Education with 79.7%, A.P.
* SSC passed in 2005 from Board of Secondary Education with 71.3%, A.P.

**Certifications:**

* Salesforce Certified Administrator (SP19)
* Salesforce Platform Developer 1 (PDI)

**Project Profiles:**

**Project: 1 – OCE Sales**

***Project Description***

OCE(Orchestrated Customer Engagement) is the application which supports to plan, execute and analyze the business of the IQVIA sales through salesforce.com platform.

***Role & Responsibilities***

* Performed the roles of Salesforce.com Admin in the organization.
* Worked on providing security controllers to users by using Profiles, Roles, Permission Sets and OWD settings.
* Worked with standard objects like Accounts, Contacts and cases.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Implemented picklists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Imported accounts and contacts data through Import Wizard. data migration from databases to SFDC using Data Loader.

**Project: 2 – NetApp Sales**

***Project Description***

Global Sales Operations in Bangalore is responsible for business applications and process support, Sales Analytics, Sales communications and Sales Compensation. Fulfilling Sales Analytics requests globally including GEO Sales Ops needs.

***Role &Responsibilities***

* Responsible for visibility of CustomerEdge records (Accounts, Opportunities etc) and defining policies around access control to CustomerEdge systems.
* Manages all new user provisioning, including the auto-provisioning integration between QE and Salesforce and C4C.
* Ownership of data integrity within Salesforce and C4C including managing control reports to ensure data integrity is maintained.
* Customer account management including creating new customer accounts in Salesforce and C4C, importing data.
* Customize reporting and dashboards for various teams, provide reports and folders with permissions.
* Create and maintain system documentation for fields, processes and workflows.
* Support a global deployment of Salesforce and C4C with 800+ users spanning across multiple functional areas (sales, customer service, account management, etc.).
* Maintain security user roles and profiles, security settings, access settings, etc.
* Perform daily administration and end-user support of Salesforce and C4C applications.
* Manage multiple user setups, user roles, profiles, security, business rules, and permission sets, customization of objects, fields, record types, page layouts, formulas, validations, data backups, configure workflows, knowledge management, and create reports / dashboards.
* SFDC and C4C configuration & production support, troubleshoot user issues.

**Project: 3 - ERP Application**

**Client: Accentiqa Group**

***Project Description***

This is an ERP application, the Product details i.e., Raw material and Final Goods of the company are maintained. In this App the functions of the company like Purchase, Sales, Finance, Inventory, Production and Human Resources. AG's Client has range of products to cater various needs of customers. Mineral Water Bottles and various Beverages brands are the primary focus. The quality and functional characteristics are optimally designed to give excellent finished goods, without compromising on quality.

***Role & Responsibilities***

* Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization with respect to salesforce.com implementation.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented picklists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created Workflow rules and Approval process to meet the business requirements.
* Manage dashboards, reports, email services, tasks and events, templates, page layouts,   
  workflows, validation rules, create and maintains custom objects, object relationships, standard and custom fields.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.

I here by certify the above information is true and correct to the best my knowledge and belief.

Jyothi Chimmani