

Ajith Kumar, Etikala

Salesforce Administrator | Business Analyst

603-858-2230 | etikalaajithkumar07@gmail.com

<https://www.linkedin.com/in/ajithkumar-e/>

SUMMARY

A Salesforce Certified Administrator with 2 years of hands-on experience. Proficient in implementing advanced fields, managing security, and performing CRM Applications administration in Salesforce.com. Demonstrates excellent understanding of Agile and Jira methodologies. Committed to enhancing the client experience using the Salesforce Services.

SKILLSET

Salesforce Technologies	Meta data API, Data Migration, Workflow & Approvals, Validation rules & Formulas, Salesforce.com Chatter, Salesforce Lightning, Salesforce sales cloud, Reports & Dashboards.
Salesforce Tools	Salesforce Data Loader, Salesforce Data import Wizard, Salesforce Inspector.
Technical Skills	Data Management, Data Import/Export, Data Cleansing, Data Quality Best Practices, Relational Databases, Data Structures.
Programming Languages	Python, R, C, SQL.
Soft Skills	Analytical Skills, Communication Skills, Ability to Work Independently, Problem Solving, Adaptability.
Business Intelligence Tool	Microsoft Word, Microsoft Excel, Microsoft Office, Power BI, Tableau.
Operating Systems	Windows

CERTIFICATIONS

CREDENTIAL ID

- | | |
|--------------------------------------|---------|
| • Salesforce Administrator (ADM-201) | 4615791 |
| • Salesforce Business Analyst | 4644360 |

PROFESSIONAL EXPERIENCE

Salesforce Administrator | ITS Cybertech India Pvt Ltd | Pune, MH, India.

December 2020 – October 2022

- Ensured reliable operation and performance of CRM systems, coordinated upgrades, enhancements and maintained data integrity and security.
- Configured and customized Salesforce, including creating custom objects, fields, workflows, process builder, validation rules, and implemented workflow automation to enhance business processes and efficiency.

- Managed data imports/exports, data cleansing, and enforced data quality standards, resulting in a 30% increase in report generation efficiency.
- Reduced data processing errors by 25% through improved validation rules and automated workflows, enhancing overall data quality.
- Provided ongoing user support, troubleshooting issues, and implementing solutions, while maintaining comprehensive documentation of processes, procedures, and configurations.
- Collaborated with developers and operations teams to resolve technical issues, implemented security best practices, and ensured compliance with industry standards.
- Engaged with business stakeholders to gather/analyze issues or requirements, mapping them to Salesforce solutions.
- Conducted automated, regression, and system testing, developing and maintaining test scripts.
- Managed new Salesforce releases, efficiently implementing new features and Employed JIRA to manage user stories and product backlogs.
- Assisted with release management duties by enforcing the release process and conducting component review meetings.
- Monitored test processes for monthly releases, tracking statuses and completion activities.
- Also made an application using Lightning web components (LWC)
- Conducted testing activities to confirm requirements before passing them to business stakeholders.
- Interpreted data schema diagrams produced by Salesforce to understand data relationships between objects.
- Created reports, dashboards, and analytical insights to support data-based decision-making, and integrated Salesforce with other applications and systems.

PORTFOLIOS

- <https://ajithportfolio-dev-ed.develop.my.site.com/>

EDUCATION

Southern New Hampshire University | Manchester, NH, USA.

- Master of Business Analytics

May 2024

GPA: 3.5/4.0