

# Ajith Kumar, Etikala

Salesforce Administrator | Business Analyst

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## 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.  |
| Business Intelligence Tool | Microsoft Word, Microsoft Excel, Microsoft Office, Power BI, Tableau.   |
| Programming Languages      | Python, R, SQL.   |
| Operating Systems          | Windows.  |

## CERTIFICATIONS

- Salesforce Administrator (ADM-201)
- Salesforce Business Analyst

## CREDENTIAL ID

4615791  
4644360

## PROFESSIONAL EXPERIENCE

**Salesforce Administrator** | Ivan Tech Solutions | Hyderabad, TS, India.

**December 2020 – October 2022**

- Implemented various advanced fields like Picklist, Controller/dependent picklist Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Interacted with various business team members to gather the requirements and documented the requirements.
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Custom links.
- Used Salesforce Automation Process (SAP), Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.

- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Sales force as a sales tool and configured various Reports and for different user profiles based on the need in the organization.

## **SOFT SKILLS**

- Analytical Skills
- Communication Skills
- Ability to work Independently
- Problem Solving
- Adaptability

## **EDUCATION**

**Southern New Hampshire University** | Manchester, NH, USA.

- Master of Business Analytics

**May 2024**

**GPA: 3.5/4.0**