



Ramji

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## Objective

Salesforce Certified Administrator with 2+ years of hands-on experience in Salesforce Sales Cloud, Service Cloud and Experience Cloud. Skilled in automation using Flows, data management, reporting & dashboards, and user support using ServiceNow/JIRA. Proven ability to analyze requirements, drive system enhancements, and support global stakeholders in fast-paced environments with strong communication and problem-solving skills.

## Experience

- **Bosch Global Software Technology**  
Salesforce Administrator
    - Managed and configured the supplier/vendor collaboration portal built on Salesforce (using Experience Cloud/Communities) to enable vendor access, onboarding, and real-time collaboration with internal teams and interacted with many Clients to solve the issues.
    - Developed and maintained user roles, profiles, permission sets, sharing rules and user access to ensure proper visibility and data security for supplier users.
    - Designed and built custom objects, fields, page layouts and record types tailored to vendor processes (e.g., supplier onboarding, contract submission, performance tracking) to align with procurement workflows.
    - Created automated workflows, approval processes and Flows like Record Triggered flow to streamline supplier request submission, document review/approval, performance escalation and UAT.
    - Configured dashboards and reports for procurement and vendor management teams, providing real-time metrics such as on-time delivery rates, vendor compliance scores and supplier onboarding status.
    - Provided end-user support and training, resolving issues via ServiceNow & Jira with excellent communication.
    - Collaborated with cross-functional stakeholders to gather requirements and deliver enhancements on time.

## **Education**

- Sri Krishna College of arts and Science  
Bsc Information Technology  
8.6 CGPA

## Skills

- Salesforce Lightning Administration | Sales Cloud | Service Cloud | Experience Cloud Automation: Flows, Process Builder, Approval Processes User Management: Profiles, Permission Sets, OWD, Sharing Rules Data Management: Data Loader, Import Wizard, Deduplication & Validation Reports & Dashboards (Advanced) | Business Insights ServiceNow | Jira | MS Excel (Advanced) | MS Office Suite Project & Stakeholder Management | Requirement Gathering | UAT Analytical Problem Solving | Customer Support | Time & Priority Management

## Certifications

- Salesforce ADM-201 - Salesforce Platform Administrator