



# BINDHU MV

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## PROFESSIONAL SUMMARY

Results-driven Salesforce professional with 4 years of hands-on experience in administering, configuring, and supporting Salesforce CRM platforms across Sales, Service, and Experience Cloud.

Adept at system optimization, user training, and process automation using Flow Builder, Validation Rules, and Apex.

Strong communicator with a proven track record in stakeholder collaboration, performance tuning, and ensuring high system availability and security.

Committed to continuous learning and delivering impactful CRM solutions.

## CORE SKILLS

### Salesforce Administration & Configuration

- User Management (Roles, Profiles, Permission Sets, Sharing Rules)
- Security Controls & Data Access Management
- Custom Objects, Page Layouts, Record Types
- Validation Rules, Workflow Rules, Flow Builder, Approval Processes

### Automation & Development

- Flow Builder, Process Builder, Apex Triggers
- Scheduled Jobs, Apex Classes, Test Classes
- Debugging, Change Sets, Deployment

### CRM Platform Expertise

- Salesforce Sales Cloud, Service Cloud, Experience Cloud
- Data Management, Reports & Dashboards
- Data Migration using Data loader

### Collaboration & Tools

- Microsoft Office Suite, Google Workspace
- Zoom, Microsoft Teams

## Certification Details

Salesforce Administrator- [Certificate link](#)

## PROFESSIONAL EXPERIENCE

Salesforce Administrator & Developer - Adapt IQ (Consleague Consulting), Bangalore

Sep 2020 - Sep 2024

- Administered Salesforce environments by managing users, roles, and permissions.
- Designed automation using Flow and Process Builder.
- Configured custom objects, fields, validation rules, record types.
- Supported users and resolved issues within SLA timelines.
- Collaborated with stakeholders and conducted training sessions.
- Managed deployment using Sandboxes and change sets.

Salesforce Intern - Consleague Consulting, Bangalore

Jan 2020 - Jul 2020

- Assisted in Salesforce configuration for project delivery.
- Documented requirements and supported QA testing.
- Tracked project tasks and contributed to documentation.

## EDUCATION

### **Bachelor of Engineering (Computer Science)**

Sapthagiri College of Engineering, Bangalore

CGPA: 8.2 | Graduated: 2020

### **PUC - PCMB**

MES Pre-University College, Bangalore

Score: 95.16%

### **SSLC**

St. Philomena's English School, Bangalore

Score: 93.92%

## LANGUAGES KNOWN

English, Kannada, Telugu, Hindi