

Shruthi

E-mail: patkurshruthi@gmail.com

Contact Number: 2816038772

PROFESSIONAL SUMMARY:

4X certified Salesforce Administrator with 2+ years' experience configuring Salesforce Sales, Service and Marketing Cloud. Proven ability to analyze, design and optimize business processes with hands on experience implementing change, increasing user adaption, and driving best practice.

PROFESSIONAL EXPERIENCE:

Deloitte Support Services India Private Limited

Position: Salesforce Administrator

From July 2019 to July 2021

Job Responsibilities-

- Created modern Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Managed Salesforce requests for 2500+ salesforce users.
- Involved and interacted with various business user groups for gathering the requirements for CRM Implementation
- Experienced in lightning experience which included the lightning component Framework and also involved in building lightning components, Lightning App Builder.
- Maintenance of installed Managed Packages in Lightning. Experienced in using Data Migration tool called Data Loader.
- Experienced using Force.com IDE for creating, modifying, testing, Force.com Applications.
- Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
- Worked with communities to send quarterly surveys.
- Triage and fulfill incoming ServiceNow requests.
- Incident tracking and reporting using ServiceNow
- 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 Confidential Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
- Complete Knowledge on license management (Activation, deactivation, adding/removing additional permissions)
- Conducted UAT along with the testers to test whether the developed chatbot functionality is working as per the expectation set by the user
- Participated in training sessions provided by the salesforce team and support end users.
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions, and Outbound API Messages.
- Manage Users, Public groups, Profiles and Roles within the salesforce CRM, this involved designating access to the applicable user within the user hierarchy
- Developed Triggers, Controller Classes, Batch Classes etc.
- Designed and Developed Web Services using SOAP and REST API
- Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
- Created and used Email templates in HTML and Visual Force.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Confidential, checking for the correctness of the data.
- Help users with Chatter teams/Groups and follow application as well.
- Developed case escalation rules to ensure cases were resolved in a timely manner.
- Configured lookup and master-detail relationships, picklist, and field dependency on custom objects.
- Extensively used export, insert, upsert and update functions in data loader.

Northwest Missouri State University
Position: Graduate Teaching Assistant
From August 2021 to December 2022

- Responsible for grading assignments and exams, providing feedback to students, and assisted to evaluate student performance.
- Involved in organizing group projects, hosting review sessions.
- Offered tutoring to students who needed extra help in solving their assignments or academic projects.
- Assisted in multiple courses, involved in leading discussion sections, grading assignments, and preparing course materials
- Designed the web application layout using interface design and web technologies like JavaScript, JQuery, Html, CSS.
- Developed and maintained PL/SQL packages, procedures, functions, and triggers.
- Tuned database queries to optimize performance.

ACADEMIC QUALIFICATION:

- Masters in Computer Science

Technical skills:

CRM Tools	Salesforce.com, Sales Cloud, Service Cloud, Chatter, Communities, Service Console.
Salesforce Admin	Reports and Dashboards, Custom and standard objects, Flows, Process builder, Workflows, Approval process, campaigns, campaign members, Record types, Validation Rules, Users, Profiles, Role hierarchy, List view, Record types, custom lightning pages, Email templates, Lightning Components, Classes/Controllers, Apex, Triggers.
Salesforce Tools	Force.com Platform (Sandbox, and Production), Apex Data Loader, Workbench, Dataloader.io, Import wizard, Salesforce for Outlook, Tableau, Change Sets, Salesforce Chatter.
Web Services	REST and SOAP API, HTML5, CSS
Languages	Java, Postgre SQL, PL/SQL,
Methodologies	Agile, Scrum, Waterfall module

CERTIFICATIONS:

- Salesforce.com Certified Administrator
- Salesforce.com Advanced Administrator
- Salesforce.com Certified Platform Developer 1
- Salesforce.com Certified Platform App Builder