

Shweta Bhat

Salesforce Administrator

User Authentication & Access Management | Data Validation & Migration | Flow Automation

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WORK EXPERIENCE

Clicked

Canada

Salesforce Administrator

Mar 2024 - Present

- Collaborated and communicated with stakeholders to conduct thorough analyses and identify key business requirements, translating them into tailored Salesforce solutions, resulting in a 20% increase in user adoption and satisfaction.
- Partnered with a team of 10 to validate business requirements and designed customized objects, fields, and record types, across the Salesforce platform.
- Developed comprehensive reports and dynamic dashboards that helped business users with actionable insights, increasing decision-making efficiency by 2 times.
- Built solutions using Salesforce's declarative functionality, including workflows, process builder, and flows, reducing development time by 30% and increasing system flexibility.
- Improved case management by 80% by designing and implementing custom email templates, case auto-response rules, case assignments rules, and case escalation.

Technnect Intelligence LLP

India

Salesforce Administrator

Jan 2023 - Feb 2024

- Conducted routine data management tasks to ensure data quality and data security through validation rules, matching rules, deduplication, and backups which maintained 90% data accuracy and reliability.
- Contributed with team members of developers to the development of Apex classes and triggers, extending Salesforce functionality to meet business needs, resulting in a 20% increase in system automation and efficiency.
- Developed and deployed custom LWCs, enhancing the user interface and increasing the efficiency of key processes by 15%.
- Ensured platform stability by staying up to date on new features and releases, and efficiently resolving issues, resulting in a 10% decrease in system downtime.
- Implemented Service Cloud to streamline case management processes, achieving a 20% reduction in case resolution time, and enhancing customer satisfaction.
- Maintained DocuSign integration with Salesforce ensuring a 99% accuracy rate in data transfer between the systems, which significantly reduced manual data verification tasks.

WhiteHat Jr

India

Junior Salesforce Administrator

Sep 2020 - Feb 2022

- Provided efficient user support by troubleshooting minor issues, resetting passwords, managing user profiles, permission sets, ownership-based data distribution (OWD), and sharing rules, resulting in a 30% improvement in user access management and security management systems within the Salesforce platform.
- Improved data quality by 80% through data profiling, and data cleansing by using the advanced formula in MS Excel on mass data sets and then migrated data using Data Loader and Data Import Wizard.
- Configured Sales Cloud to optimize lead tracking and opportunity management, which contributed to a 15% increase in lead conversion rates and improved sales pipeline visibility.
- Increased user productivity by 15% by automating critical business processes using Salesforce Workflows and Flows.
- Enhanced system stability and reduced deployment errors by 15% by testing changes within Sandboxes before deploying to the Production Org.

TECHNICAL SKILLS

- Salesforce Configuration and Customization.
 - Salesforce Lightning Web Components (LWCs)
 - Salesforce Security and Validation rules.
 - HTML, CSS, and JavaScript.
 - MS Office (Excel, PowerPoint, Word).
 - AppExchange.
- Data management and Data Migration.
 - User Authentication and access management.
 - Approval process and Flow automation.
 - Deployment using Change sets.
 - Data Import Wizard and Data Loader.
 - Service and Sales cloud.

EDUCATION

Conestoga College

Canada

Post Graduation Certificate, Web Development.

Jan 2022-Apr 2023

CERTIFICATIONS AND ACHIEVEMENTS

Salesforce

Salesforce Certified Administrator.

Salesforce Platform App Builder.

Trailhead

Ranger Rank.

Data Quality Specialist Super badge.

User Access Specialist Super badge.

User Authentication Specialist Super badge.

Udemy

Microsoft Excel: Beginner to Advanced – 2024.