Vaggu S

Salesforce Administrator, 4+ years experience
Hyderabad, India
https://augmntx.com/profile/salesforce-administrator-vaggu-s/axf2746

AugmntX
+91 9820045154 | hr@augmntx.com

Highly skilled Salesforce administrator with over 3.9 years of experience in working mainly on Service cloud, Sales cloud and Community cloud. I bring a strong commitment to quality and a proven ability to deliver exceptional value to clients. Experienced Salesforce Developer with expertise in SFDC. Salesforce.com CRM, Force.com, creating Flow, Process Builder, Approval Processes, Validation Rules, Workflow rules, Reports, and Dashboards. Extensive experience in SOQL & SOSL queries, security, data migration, workflow automation and collaboration. Proven track record in implementing solutions for various business needs, optimizing workflows, and enhancing user experience. Strong team player with excellent communication and problem-solving skills.

INDUSTRIES: Sales, Finance

TECHNICAL SKILLS

• Salesforce Admin	3 years & 9 months
• Salesforce Data Model	3 years
• Salesforce CRM	3 years & 9 months
• Salesforce Lightning	3 years
• Salesforce Development	1 years

PROJECT DETAILS

• Relaxo Foot wear — May-2022 - November-2022

Project Description: The project objective is to provide user-friendly flow to place orders, maintain different roles based on hierarchy that have certain set of profiles and permissions. Developed Approval process to for outlet approvals by superiors.
Responsibilities: Understood the requirement and involved in documentation of the same. Configured case assignment to queue based on the priority, type, and sub-type of the case. Worked on Entitlement process to ensure quick and timely resolutions on cases. Built complex Reports with custom report types and designed dashboards for an analytical understanding of the sales flow for sales officers and their superiors. Involved in aligning community pages, tabs, and components through lightning site builder.
Technologies: salesforce
Industry: Sales

• KAF (Investment Bank) — December-2022 - August-2023

Project Description: The project objective is to implement customer-immersed portals that have the capacity to provide direct communication with KAF. Developed WhatsApp-to-case, Email Alerts, and Einstein Chatbot for better customer services.
Responsibilities: • Analyzed requirements, Involved in the development of all modules. • Interacted with the client and wrote technical specifications to identify units of work and determine estimated development time. • Created users and queues to route the customers to the KAF agent based on skills and availability. • Formed Lightning Flows to send Email alerts about payment due dates and updates to customers. • Activated WhatsApp-to-case to avail the customers to register or complaint through their WhatsApp Channel. • Developed various logical solutions to provide data related to investments and loans based on the choices customers choose on WhatsApp. • Designed and developed custom reports with custom objects and bucket fields to monitor the Case resolution flow. • Used LWC in Einstein Chatbot where the customers can easily upload the attachments related to their Case Number.
Technologies: salesforce
Industry: Finance

EMPLOYMENT HISTORY

- Salesforce Professional — May-2022 - August-2023

CERTIFICATION

- salesforce platform developer I by salesforce — 2023
- salesforce certified administrator by salesforce — 2022

EDUCATION

- Masters degree in communications from central university of tamilnadu — 2018 - 2020

LANGUAGES

- English - advanced

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