

Parkavi Muthuswamy

Salesforce Administrator with 4 years of extensive Salesforce experience and management skills seeking positions in Salesforce platform with your organization to utilize acquired customer service skills.

parkavi20@gmail.com

Contact +91 9789626185

EXPERIENCE

1. **WIPRO Technologies, Chennai** **Mar/2016 -Jun/2017**
Role *Salesforce Administrator*
Project *BARCLAY-SFPP BUK SALESFORCE BB*

WIPRO Technologies, Chennai **Nov/2011 – Jan/2013**
Role *Salesforce Administrator*
Project *Barclays BUKIIT SFDC GBP TM*

- Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
- Created Reports and Dashboards as per the customer requirements. Worked on Record Types, Validation Rules and Page Layouts.
- Have been involved in code changes Triggers, Apex and Visual page.
- Worked with senior team members to analyze each product and its competitor, to integrate new products, and optimize existing products imported accounts and contacts data through Import Wizard.
- Worked on data migration from databases to SFDC using Data Loader. Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.

2. **Royal Bank of Scotland, Chennai** **Dec/2009 – Aug/2011**
Role *Junior Salesforce Administrator*

- Analyzed business requirements and resolved case requests including configuration/customization of 60+ profiles, permission sets, public groups, roles, role hierarchy, forecasting, field-level security, record types, queues, reports, dashboards, and identification/documentation of bugs.
- Implemented pick lists, filed dependencies, lookups, master-detail relationships, validation and formula fields to the custom objects.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features. Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company.
- Worked on custom objects, application and custom report type. Dealt with queues, groups and created assignment rules email alerts and templates for case management.
- Created and deployed several reports for different user profiles based on the need in the organization.

CERTIFICATIONS



- Certified Salesforce Administrator and Developer from Besant Technologies, Chennai.

KEY TECHNICAL SKILLS

- Salesforce
- Customization and Configuration
- Apex
- VF pages
- Triggers
- Database Management
- Reporting And Analytics
- Basics of LWC

AWARDS

- Offered "Best performer award for the 1st quarter 2012".
- Young Champion Award for the month of September 2006

EDUCATION

- BSc -Mathematics 2005, Ethiraj College For Women, Chennai.
- PGDiploma in Banking Operations 2009, IFBI-NIIT, Chennai.
- MSC-IT –2021-2023(Expected) Madras University.

LANGUAGES

- English
- Tamil

3. Citigroup Global Services, Chennai

Role
Project

Feb/2006 – Sep/2008

KYC Analyst
Citi Bank Compliance

- Review from a control quality perspective of the renewal and on-boarded files, identify, analyse and monitor the anomalies and communicate them to the management.
- Experience in handling KYC and Verifying constitutional docs of the client, KYC checks to be done which includes screening, collection & identity proof verification.

I hereby declare that the information and facts furnished above are true and correct to the best of my knowledge and belief.

Place: Chennai

Date:

