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| j/p | **JP**RAGUL |
|  | SFDC ADMIN & OPS ANALYST |
|  |  |
|  | 7708934430 |  | ABOUT ME |
|  | Raguljp26@gmail.com |  |
|  | Hosur/Tamil Nadu/India |  | BCA Graduate. Worked in multi-field BPO and IT technical support , Oops analyst. SFDC ADMIN |  To secure a Challenging **position** in a reputable organization to expand my learning’s, knowledge, and skills. |
|  | Linked-in ragul-j-p-897240157 |  |
|  | Skype Ragul JP |  |
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| SkillsC++9/10JAVA8 / 10SFDC ADMIN9 / 10TECHNICAL SUPPORT10 / 10ADVANCE JAVA10/10EducationDegree / Diploma NameMGR COLLEGE OF ARTS&SCIENCE , HOSUR2013-2016HIGHER SECONDARYIDEAL HIGHER SECONDARY SCHOOL,ANTHIYUR2012-2013MATRICULATIONST’MARYS MATRIC SCHOOL, VADALUR2009-2011 |  | ExperienceOperation AnalystsTech Mahindra/Bengaluru/4monthsWorked as ops analyst. I have analysis daily data of my project and using of SFDC application. We use to maintain the data and clear the case by using of **salesforce.** We Use to handle day to day basis . I was working into CRM tool of Salesforce.* Salesforce
* ServiceNow
* Citrix

Technical supportSutherland Global Service/Chennai/1.5years**Project: AT&T**I have worked has customer support executive by handling calls inbound, outbound, chat support. Helping the customer with queries like networking issues and payment related issues. **Project: Amazon tech support**I have worked in Amazon kindle. We use to trouble shoot the customer queries through mail and live chat with customer and get the feedback regarding our trouble shooting.Handling chats and technical issues. Will be cleared as soon as possible.  |

Salesforce.com {SFDC}

Experience in salesforce Admin:

#### **Sales cloud, Service cloud , User Profiles, Force.com, Manipulating, workflow, Process Builder, Approval Processing, Reports & Charts, Data Loader.**

## **About Salesforce:**

**Salesforce** is a cloud computing service as a software (SaaS) company that specializes in customer relationship management (CRM). **Salesforce's** services allow businesses to **use** cloud technology to better connect with customers, partners and potential customers.

**KEY SKILLS ON Salesforce:-**

* Unlocking user accounts or resetting passwords due to user forgetfulness.
* Dealing with SSO, two-factor authentication, and certificate problems.
* Adding new white-listed IP addresses.
* Helping users develop or fine-tune reports so they yield meaningful metrics
* Troubleshooting email campaigns, workflows, approval cycles, or auto-responders that generate excessive bounced mails.
* Expanding or refining sharing rules and access privileges so records can be properly viewed and manipulated (while keeping the “special records” locked or hidden altogether).
* Fixing data records that have somehow been set with record types or ownerships that make them inaccessible to users.

Adding profiles Giving access for the particular profiles and modifying the particular sector.

### KNOWLEDGE ON SALESFORCE ADMIN:

* ADM 201
* DEV 401
* Sales Cloud Consultant - Part of ADM 201
* Service Cloud Consultant - Part of ADM 201.

### PROJECTS:

##### Real Estate application.

##### Tuition Centre

##### Manufacturing companies

##### Service Centre

##### School Management

##### Database Management

These are Worked project and am working from past 1.5 years in this Field As an salesforce Admin. I can work in **Classic and Lighting** also. Am able To work on both I worked in the Version of **“Spring2019”.**

**Salary Details:-**

**INR 3.20 lakhs P/Anum .Take home**

**salary :-INR22,666. (After all deductions)**

Technical Skills:-

SOFTWARE/Applications:

#### MS office

#### Java

#### Networking

#### Salesforce.com

#### Force.com

### Additional Activities:

#### Salesforce Admin

#### Salesforce Developer

#### Visual Force

#### E-Learning programming language

#### Data analysis

#### Object orient programming

#### Data management

#### Workflow

## CERTIFICATES:

#### 2015-SEP: Python programming development.

## COURSES:

#### 2019-Jun: Salesforce Developer with cloud academy

#### 2016-DEC: advanced java in NIIT institute of technology Chennai2013-JUN: Diploma in computer applications

## INTERSTING

#### Learning new application gathering knowledge with that. And I have to updated myself in application and programming language up-to-date.

#### Education [2013-MAR/2016-JUL]

####  M.G.R college of arts and science, Hosur, Tamil Nadu

#### [Bachelors of computer applications]

#### Percentage 62%

#### Periyar University of Salem, Tamil Nadu

Personal Details:

#### **DETAILS:**

#### Father’s Name: Periyasamy R

#### Father’s Occupation:- TVS SFL Employee

#### Marital Status: Single

#### Gender: Male

#### Nationality: Indian

#### Date of Birth:26 September 1995

**CAREER SKILL:**

##### I gain the Knowledge to make me updated in my career. Work with my Knowledge to make my work smarter. I use to make motivate to Grow in my Work Because of my superiors, I wants to Grow like them By using of my talent. Working as a team , Motivating , problem solving, Flexibility. I will Achieve my Goal in my career.

#####  SIGNATURE

 **(RAGUL JP)**