

Madhavi Sai Peddi

Salesforce Administrator & Developer

Efficient administrator eager to leverage knowledge in cloud-based database management systems. Skilled in database security, backup and recovery with a good understanding of automation and containerization tools. Team-oriented with a strong work ethic.

Work History

2023-01 -
2023-01

Salesforce Administrator & Developer

FOCALCXM pvt.Ltd , Hyderabad, India

Project: **Merck Latam**

- Worked on deployment by creating branches, pipelines, and snapshots between the organs by using Flosum org
- Working on administrator for the user requirements
- Developed the sites for Merck clients As per the required language
- Created and used Email templates in HTML and Visualforce
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.
- Organized and detail-oriented with a strong work ethic.

2021-07 -
2023-01

Salesforce Administrator & Developer

FOCALCXM pvt.Ltd , Hyderabad, India

Project: **Merck Portal**

- Analyzed the business process of Merck clients and was involved in creating the MSD application and data models
- Involved in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports, and various other components as per the client and application requirements
- Created custom applications in MSD, objects, tabs, fields ,Page Layouts, Approval Process, Tasks with custom functionality to efficiently meet the requirements



Contact

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Skills

Classic and Lightning Platforms

Experience cloud

Standard and Custom Objects

Trailhead

SOQL

Flosum

Certificates

- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user-profiles and created permission sets where necessary
- Involved in creating various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Reports, and Dashboards
- Involved in setting up new accounts and maintenance of all kinds of accounts concerning different products for various profiles
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects
- Used it to read, extract, and load data from comma-separated values (CSV) files
- Identified requirements for clients and designed appropriate business models and user interfaces (UI)
- Developed APEX classes, and written Visual Force Pages components in the application
- Worked on deployment by creating branches, pipelines, and snapshots between the organs by using Flosum org
- Modified databases to meet needs and goals determined during the planning process.
- Proved successful working within tight deadlines and a fast-paced environment.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Conducted tests to identify issues and make necessary modifications.
- Developed strong communication and organizational skills through working on group projects.
- Provided professional services and support in a dynamic work environment.
- Assisted with day-to-day operations, working efficiently and productively with all team members.
- Used strong analytical and problem-solving skills

Written Communication

Flexible and Adaptable

Technical Support

Creative problem solving

High-quality customer service

Time management

Strong multi-tasking skills

Technical Analysis

HTML

Force.com IDE

JavaScript

Visual Force

Basic APEX class

Workflow rules

Reports and Dashboards

Custom Tabs

LWC Components

to develop effective solutions for challenging situations.

- Adaptable and proficient in learning new concepts quickly and efficiently.

Education

2016-06 -
2020-05

Bachelor of Technology: Information Technology

RVR & JC College of Engineering - Guntur, India
GPA: 85%

2014-06 -
2016-05

Secondary Education

Sri Chaitanya Junior College - Guntur, India
GPA 85%

2002-06 -
2014-05

High School Education

Oxford Public School - Guntur, India
CGPA 8.0

Certifications

Certified Salesforce Omnistudio Developer

Certified Salesforce Administrator

