HARINI K

Salesforce Developer and Administrator

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OVERVIEW

Certified Salesforce Developer, Administrator, and Tableau CRM & Einstein Discovery Consultant with a proven track record in configuring, customizing, and optimizing Salesforce solutions to drive operational efficiency. Over 2.3 years of hands-on experience in developing and implementing Salesforce solutions, specializing in Agile/Scrum methodology, Apex, Triggers, Lightning Web Components, API integrations, and enhancing sales, support, and financial processes through Salesforce and Rootstock ERP. Skilled in end-to-end project management, problem-solving, and communication, with a strong focus on delivering efficient solutions and enhancing customer satisfaction.

PROFESSIONAL EXPERIENCE

Systems Analyst   **Chennai, IN**
HiBiZ Solutions and Consultants, Inc.   Nov 2022 – Feb 2025

- Resolved 70+ JIRA tickets, playing a key role in the completion of two projects within the development team
- Maintained and customized **Sales and Service Cloud** features including custom objects, fields, validation rules, page layouts, apps, tabs, and Lightning record pages.
- Developed, tested, and debugged Apex scripts, ensuring optimal performance and adherence to best practices.
- Configured **user profiles, Organization-Wide Defaults (OWD), roles, permission sets,** and **sharing settings**
- Designed and deployed custom **Flows, Apex triggers, Apex classes and LWC Components.**
- Designed and developed advanced analytics dashboards (**Rootstock Enterprise Insights**) in Einstein Analytics(Tableau CRM Analytics) for sales, spend, inventory, and finance, ensuring alignment with customer requirements
- Conducted **end-user training sessions**, created documentation on Customizations.
- Constructed and maintained 100+ custom objects.
- Understanding of **CRM, ERP and Finance** processes.
- Managed data imports/exports with **Data Loader and Salesforce Inspector**, ensuring data integrity.
- Resolved Heroku and integration issues with Avalara and QuickBooks.
- Worked on Rootstock customer project and actively connected with more than 50+ customers
- Provided technical support for end-users, resolving issues promptly and effectively.

SKILLS

- **Salesforce Platform Knowledge:** Sales Cloud, Service Cloud, Tableau CRM Analytics and other products.

- **Salesforce Skills:** Apex Classes & Triggers, Lightning Web Components (LWC), Visualforce, Flows, SOQL, Reports and Dashboards, REST API Integration, Sandbox management, Change sets.

- **Tableau Skills:** Tableau CRM Dashboards, Data Visualization, Data Integration, SAQL.

- **Technical Skills:** HTML, CSS, JavaScript, ReactJS, NodeJS.

- **Development Tools:** Git**,** VSCode, Data Loader, Postman, JIRA, Agile and Scrum methodologies.

CERTIFICATIONS

- Salesforce Certified Administrator 201
- Salesforce Certified Platform Developer 1
- Salesforce Tableau CRM & Einstein Discovery Consultant
- Data Cloud Consultant

EDUCATION

Government College of Engineering- Salem   **Salem, IN**
Bachelor of Engineering   June 2022
Computer Science and Engineering