

# Tamanna Mahedvi

## Salesforce Administrator



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### SUMMARY:

I am a **SALESFORCE CERTIFIED ADMINISTRATOR(ADM-201) & CERTIFIED PLATFORM APP BUILDER (2 X RANGER BADGE ON TRAILHEAD)** with a passion to help businesses build their salesforce instances, train their users on Salesforce, manage the day-to-day business operations using Salesforce. Currently working as Salesforce Administrator with a Non-Profit Organisation from Australia. I am based in Glasgow, Scotland and ready to relocate if required.

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### PROFESSIONAL SUMMARY:

- Having 4+ years OF EXPERIENCE in Salesforce Ecosystem.
- **SALESFORCE CERTIFIED ADMINISTRATOR** (Mar 2023).
- Experience in **NPSP, Sales Cloud & Service Cloud**.
- Experience in Creating & Managing **Standard and Custom Objects**.
- **Worked on Classic to Lightning migration process**.
- Experience in building **Flow Automations (Flows)**.
- Experience in creating various **Reports (summary reports, matric reports, pie charts, dashboards, and graphics)** and **Report Folders**.
- Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
- **JotForm** online form builder, **Salesforce Integration, Raisley, Digital Experience, Data Mapping**.
- Experience in using declarative features like **validation rules, flows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
- Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
- Capacity for Work - Setting and Meeting Deadlines.
- **Valid UK Visa Holder (No Sponsorship Required)**.

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### SALESFORCE CERTIFICATIONS:

- Salesforce Certified Administrator (ADM 201)
- Salesforce Certified App Builder
- Salesforce Certified Associate
- Jira Fundamentals Badge (Atlassian)
- Migrate to Salesforce Flow Course (Salesforce Ben)

## SKILLS:

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Technical Skills : Salesforce Lightning, Approval Process, Flows, Data Management.  
Languages : Salesforce Administrator, HTML, JavaScript, SQL basics.  
Soft Skills : Agile Methodology, Stakeholder Management, Project Management.  
Operating Systems : Windows – 7 / 10, Android.

## PROFESSIONAL EXPERIENCE:

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### **Blaze Your Trail ([www.blazeyourtrail.org](http://www.blazeyourtrail.org))**

**Client** : Pro bono Project  
**Role** : Salesforce Administrator  
**Duration** : Jan 2023 – Present.

**Blaze Your Trail** is a small Melbourne based fundraising and technology consultancy with a social purpose. Jessica Macpherson OAM is the founder of Blaze your trail organisation. They provide non-profit solutions & social services.

#### **Roles and Responsibilities:**

- Created custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Strong knowledge of NPSP.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Responsible for setting up Filed Level Security.
- Developed custom Workflows and Assignment Rules for case escalation.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts.
- Created and used Email templates in HTML and Visualforce.
- Involved in end-to-end testing and gathering feedback from business users.
- Third party Integrations (Amazon CTI, Raisley, S-Docs, Zapier, Docu-Sign, Slack, Mailchimp, Form Assembly, JotForm's) with Salesforce.
- Created various Flow Automations to meet business requirements.
- Defects Solving.

### **Clicked (Apprenticeship)**

**Role** : Salesforce Administrator / Salesforce Business Analyst / Salesforce Flow Sprint Team  
**Tools Used** : Jira, Lucid Chart, Salesforce.com, Slack.  
**Duration** : Apr 2023 – Present

#### **Roles and Responsibilities:**

- Created custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Attended productive client sessions to elicit and prioritize requirements while meticulously crafting comprehensive solution documentation and user stories.
- Identified suitable personas, crafted user stories, developed business process maps, created proof of concept, and presented solutions to stakeholders.

- Skillfully managed tasks, tracking progress, and generating detailed status reports through a seamless integration of Atlassian Jira, Confluence, Slack, ensuring transparent and efficient team collaboration.
- Took charge of sprint meetings to thoroughly assess enhancements, prioritize the sprint backlog, and strategically plan for forthcoming client sessions, fostering continuous improvement.
- Skillfully facilitated end-user training documentation and workshops with a strong focus on clarity and user engagement, ensuring seamless understanding and widespread adoption of customizations.
- Proactively uphold Salesforce Security standards through continuous review and enhancement of roles, profiles, permission sets, and sharing settings, safeguarding sensitive data, and maintaining compliance.
- Actively participated in live workshops that delve into the best practices within Salesforce.com and the broader Salesforce ecosystem, staying informed on the latest tools and methodologies for optimal performance.

### **Career Gap**

**Duration** : Aug 2021 to Dec 2022

**Reason** : Full time Parenting

### **Intelogik Solutions ([www.intelogik.com](http://www.intelogik.com))**

**Client** : AIG Europe, Canada

**Role** : Salesforce Administrator

**Project** : Salesforce Migration

**Duration** : Jun 2019 – Aug 2021

**AIG Europe** is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business & they are providing an interactive platform for customers.

### **Roles and Responsibilities:**

- Worked on classic to Lightning migration.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
- Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
- Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, Escalation Rules, Validation Rules, Profile, Roles, Reports and Dashboards
- Support on tickets.

### **Intelogik Solutions ([www.intelogik.com](http://www.intelogik.com))**

**Client** : UNICEF, UK.

**Role** : Salesforce Administrator

**Duration** : Jun 2018 – Jun 2019

UNICEF is a huge organization in UK which has many activities related to health care, they regularly conduct corporate seminars throughout the world and for that they are using one mini project of Salesforce. The project was created for employees of the organization to enter seminars related data and maintain the details.

**Roles and Responsibilities:**

- Involved in SFDC application setup and customization & configuration to match the functional needs of the Company.
- Developed various Custom objects, Tabs, Entity-Relationship data model.
- Involved in page layout customization for the standard objects like Account, Contact, and Leads.
- Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.

**EDUCATION:**

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- **Master's in Computer Application with First Class Distinction** from Pune University, India.
- **Bachelor's in Computer Application with First Class Distinction** from Solapur University, India.
- **Accelerated Diploma in Java (SCTS).**
- **Secondary & Higher Secondary with First Class Distinction** from Maharashtra State Board, India.