

# Rinku Singh

✉ kumaririnku4140@gmail.com 📞 9798902478 📍 Bengaluru , Karnataka

in <https://www.linkedin.com/in/rinku-singh-615347224>



## PROFILE

Looking for an opportunity to use my knowledge of flow builder, Data modelling, VisualForce components, Lightning Components, and other related technologies as a Salesforce Developer. Possess a solid academic foundation, hands on experience in Salesforce development, and a solid foundation in CRM , Salesforce administration , configuration and customization. Strong analytical and problem solving skills, with a commitment to staying up to date on the latest Salesforce skills.

## EDUCATION

<b>MBA, ICFAI Business School</b>	06/2021 – 02/2023 Bengaluru, India
<b>Bachelor of Commerce, Jamshedpur Women's College</b>	08/2017 – 07/2020 Jamshedpur, India
<b>Intermediate in Commerce, D.A.V Public School</b>	06/2015 – 06/2017 Jamshedpur, India
<b>Matriculation, D.A.V Public School</b>	04/2014 – 05/2015 Bengaluru, India

## COURSES

### Trailhead

- Introduction to Salesforce Development
- Salesforce Administration
- Apex Programming
- Visualforce Development
- Lightning Components
- Data Modeling in Salesforce

## PROJECTS

### Implementation of Salesforce CRM for Prarup Buildcon Private Limited,

*Built the sales process to improve the customer management and their efficiency level*

- Created the custom objects, fields, page layouts, and record types to meet the needs of the company.
- For data security and access control configured user permissions, roles, profiles, and sharing settings.
- Designed and automated workflows, approval processes, and email templates to optimize business processes.

### Sales Performance Insights: Creating Dynamic Reports and Dashboards in Salesforce,

*Created the reports and dashboard to compare and understand the performance of sales representatives*

- Summarized the data for aggregate function (count, sum, min, max) which helps to calculate total revenue and number of opportunities.
- Grouped the rows and columns in matrix report to make the report more detail oriented.
- Used charts, graphs and widgets to visually represent the reports in dashboard
- Utilized the different components of a dashboard :-
  - Stacked column chart - to compare sales performance across different sales reps or regions.
  - Pie chart :- to illustrate the distribution of revenue by product category.
  - Line chart :- status of revenue by month or quarter.

## SKILLS

Data Modelling	Data Management
User Management	Data Security
Flows	Salesforce configuration
Reports and Dashboards	Troubleshooting and Support
Basics of Apex	Basics of Java

## AWARDS

**Salesforce Trailhead Expeditioner Rank**

**Trailhead Superbadge**

Flow Elements and Resources Specialist Superbadge