

# SAHANA P S

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## CAREER OBJECTIVE

Sales Analyst with over 3 years of experience in the IT industry specializing in the Salesforce domain. I am looking for a challenging position where I can use my talents and get more experience in a progressive company. I'm excited to work for a company that continuously fosters learning and implementation, to advance business improvement.

## RELEVANT COURSEWORK:

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- Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.
- Exposure on various Lightning Web Component related project responsibilities.
- Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application of LWC with best practices.
- Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Primary level experience in working on web services and giving solutions by SOAP and REST integrations.
- Developed Apex classes using other platform-based technologies like Visualforce, Force.com IDE.
- Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
- Experience in understanding business requirements to design the required entities like custom objects, creating the relationships and junction objects.

## PROFESSIONAL EXPERIENCE:

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### **Company: NetApp India PVT LTD**

Go To Market Operations (Sales Operations)

Sales Analyst

**Duration:** (April 2020- June 2023)

### **Roles and responsibilities:**

- As a Sales Analyst in the Sales Operations org, extended support to sales, channel, partner community and other cross functional teams.
- Monitoring various applications and consoles to maintain availability & performance.
- Interacting with technical and cross functional teams to resolve process issues on time.
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.

- Worked as both SAP and Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup. Maintained user roles, security, profiles wherever necessary.
- Involved in Working with Standard Salesforce features like Objects, Record Types, Page layouts, Validation rules, Profiles, Roles, security, Reports and Dashboards etc.
- Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components and Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Daily operational support includes Visibility/User management, lead management, account management, opportunity management, deactivation management etc.
- Managing all new user provisioning in CRM such as SAP C4C and Apttus, including the auto-provisioning integration between QE.
- Collaborate with Sales Operation Managers to maintain territory rules and account owners' assignment in CRM and maintaining valid email IDs on the house accounts.
- Creating/Updating/Maintaining - Accounts/Opportunities/Contacts/Territories/Deals in CRM sales and Consulting based on the Sales Reps and Managements requirement.
- Provide opportunity pipeline, quote booking reports on weekly, monthly, and quarterly basis for Sales operation managers.
- Worked closely with internal teams (QE, Tableau, EBI reporting) to strategically drive company-wide goals and improve operational sales process.
- Review user stories after deployment and performed UAT.
- Monitoring various applications and consoles to maintain availability & performance.
- Performed demo session to team about the new user stories or enhancement to CRM.
- Continually works to identify new opportunities to improve existing processes.
- Determine potential impact to data and systems resulting from projects, enhancements, and support.
- Attend weekly team meetings involved with the process update discussion.
- Updating documentation of various process when advancement/upgrades were implemented.

Worked on Tools
Salesforce.com
Ascend (SAP C4C application)
Quote edge/CPQ
Right pricing tool
Apttus
Sales navigator
Power me – reporting portal
Next Gen IB console
Service Now

**Company: DXC Technology from Ahana systems and solutions**

Data migration project

Support Engineer

**Duration:** (February 2019 – April 2019)

**Roles and responsibilities:**

- Worked as a support engineer for DXC Technology from Ahana systems and solutions.
- Analyzing all incidents sent from the internal users and route to the concern team.
- Provisioning access to basic applications like VPN
- Troubleshoot network/VPN connectivity and issues faced by the users with DXC Applications.
- Assisting with System login and access queries.

## ACADEMIC QUALIFICATION

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**REVA University**

**MCA-** Aggregate/ CGPA: 8.35

Bangalore, India

2016-2019

**Mount Carmel College**

**BSc (PCM)-** Aggregate/ CGPA: 63.38

Bangalore, India

2013-2016

## TECHNICAL SKILLS

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Summary	
SFDC Tech	Record Types, Page layouts, Validation rules, Profiles, Roles, security, Reports and Dashboards, Lightning Flow.
Languages	Apex, HTML, JavaScript, SAP ABAP
Tools	Force.com Platform, Force.com Data loader, SAP C4C, Apttus, ServiceNow