**Sukanya Lizy D**

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**Salesforce / Veeva CRM / L2 and L3 Production Support**

**Professional Summary:**

A total of almost 4 years of experience with **AstraZeneca India Private Limited** and **TATA Consultancy Services**

* Good experience in Customisation and Configuration of Salesforce.com CRM applications.
* Thorough knowledge in data management and SQL.
* Design and Configuration : Familiar with SF Setup tools, Packages, Data models and Data Access Concepts, Custom Objects , Fields, Record Types, Page Layouts, Queues, Permission Sets, Setting up Org-Wide Defaults, Role Hierarchies, Profiles, Public Groups, Sharing Rules, Folders and other security features.
* Writing Validation rules, Formulas, setting up Workflows, WF Alerts and Approval Processes, Forecasting, Creating reports and dashboards, Communication Templates, Translation Workbench, and other admin related activities such as Data Management, Data Administration and Email Administration(Email Servers, Routing Addresses, Routing Rules).
* Hands on experience with configuration and administration on application, Controlling access and customizations as per the client
* Apex Classes ,Controllers, Triggers, and Apex Jobs
* Salesforce Mobile Concepts
* Visualforce : Visualforce components, Visualforce email templates, CSS and JavaScript
* Handled Level 2 and Level 3 Production Support Issues

**Professional Skills**

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| --- | --- |
| **Domain** | Telecom and Life Sciences |
| **Salesforce.com Technologies** | Salesforce CRM, Apex Language, Apex Classes, Apex Triggers, SOQL, Visualforce Pages, Workflows & Approvals, Dashboards, Custom Objects, Custom Permissions. |
| **Salesforce tools** | Force.com IDE, Apex Data loader, Workbench, Java EE - Eclipse |
| **Programming Languages** | C,C++, HTML, Java, Apex |
| **Scripting Languages** | Visualforce |
| **Databases** | Oracle SQL Developer, SQL Servers |

**Experience Summary:**

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| --- | --- | --- |
| **Name Of Employer** | **Designation** | **Tenure** |
| Astra Zeneca India Pvt Ltd | Software Engineer | 8th July 2015 to till date |
| TATA Consultancy Services | Support Executive | August 2012 – June 2015 |

**Project Details:**

**Project 1**

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| --- | --- | --- | --- |
| **Project Name** | Veeva and Salesforce Sales/Service Cloud (Lightning Components) –  Astra Zeneca | **Team Size** | 9 |
| **Start Date** | July 2015 | **End Date** | Till date |
| **Role** | Team Member for Veeva and Primary Contact for Sales/Service Cloud Application | | |
| **Working areas & Contribution** | * Worked on Issues related to User, Profile, Roles and Permission Sets management. * Creating objects, fields, validation rules, record types, page layouts, Email Templates and Reports & Dashboards. * Creating approval processes and workflows * Worked on creating Fields, Buttons, Applying Page layouts, Creating Objects. * Set up users, profiles, roles, and territory hierarchies. * Worked on L1 Support issues - Password Reset, Creating users, Creating Sandbox’s, unlocking calls, creating reports as user requested. * Worked on L2 activity’s on daily Basis - Bug Fixing and cycle plans. * Created different types of reports and dashboards based on business requirement. * Creating Test scenarios and Test Cases for the related process / Modules. * Execute the Test scripts and validate the test data. * Good experience on troubleshooting many Integration Issues, Monitoring activities with SQL ,SOSL Search, Code analysis, Code fixing , Integration Endpoints, Integration Logger, Workbench Utilities, Campaign/Knowledge Management Activities. | | |

**Project 2**

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| --- | --- | --- | --- |
| **Project Name** | Motorola Solutions | **Team Size** | 7 |
| **Start Date** | August 2012 | **End Date** | June 2015 |
| **Description** | Motorola CRM is an application development and support project mainly deals with providing best Customer support and service for the Sales and transactions that happens with its own Products | | |
| **Role** | Team Member | | |
| **Technologies** | Salesforce.com, Workflows, Validation Rules, Reports & Dashboards. | | |
| **Tools** | Workbench, Apex Data loader. | | |
| **Working Areas & Contribution** | * Performed the roles of Salesforce.com Administrator in the organization. * Interacted with function / configuration team members on requirements. * Interacted with various business team members to gather the requirements and documented the requirements. * Developed various Custom Objects, Tabs, Fields, Validation rules, Components. * Created various Profiles, Roles, Page layouts and configured the Permissions based on the Organization hierarchy requirements. * Using Apex Data Loader and Import Wizard for migrating records. * Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application. * Provided enhancement ideas to serve customers effectively | | |

**Educational Qualification:**

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| --- | --- | --- | --- |
| **Course** | **Institution** | **% Marks** | **Year of Passing** |
| B.E. (Information Technology)  2008- 2012 | **Sastra University**, Thanjavur, TN | CGPA – 8.34 | 2012 |
| Board of Intermediate, AP, 2006- 2008  (MPC) | **Nalanda Junior College**, Proddatur , AP | 96.5% | 2008 |
| X standard | **Aditya High School,** Proddatur **,** AP | 90.66% | 2006 |

**Career Highlights**

* Astrazeneca’s **Best Performer of the Quarter – Q4 (2015)**.
* I was honoured to be the part of “Sales” team for timely assistance to Customers.

## I hereby declare that the above written particulars are true to the best of my knowledge.

**Place**: Chennai **Sukanya Lizy D**