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Roji Sahoo ⭐ Featured 📝

Team Lead seeking roles in Software Engineering,Project Management,Change Management,Requirement Gathering,Salesforce Administration,Agile Methodology,Business Analytics,Client Servicing,Application Support,Waterfall,Jenkins,Oracle,Java,ITIL,SQL

Current Designation: Team Lead
Current Company: Accenture
Current Location: Bengaluru / Bangalore
Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad
Functional Area: IT Software - Application Programming / Maintenance
Role: Team Lead/Tech Lead
Industry: IT-Software/Software Services
Marital Status: Married
Key Skills: Team Lead,Software Engineering,Project Management,Change Management,Requirement Gathering,Agile Methodology,Business Analytics,Client Servicing,Application Support,Waterfall,Jenkins,Oracle,Java,ITIL,SQL,Salesforce Administration

Verified : Email - id

Total Experience: 14 Year(s) 0 Month(s)
Notice Period: 3 Months
Highest Degree: B.Tech/B.E. [Computers]

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

*   Overall 14 years of Professional Techno Functional Experience in Salesforce Einstein Analytics, Service cloud and exposure to Field Service Lightning (FSL), Vlocity.
*   Extensively handled SFDC projects as Lead Business Analyst, Cutover lead (for almost 40 countries).
*   Hands on experience in Salesforce Einstein Analytics, Reports Dashboards.
*   Experience in Leading teams from both on-shore and off-shore and dealing with clients starting from gathering business requirements to delivering the product.
*   Experience working across various SFDC implementations covering Service Cloud
*   Working knowledge in Waterfall and Agile Methodology
*   Hands on exposure to Devops Tool: Git, Jenkin and SonarQube Exposure on SAP NetWeaver technology, primarily on Enterprise Portal, Web dynpro for JAVA/ABAP, SAP ABAP, HCM, Workflow.
*   Experience in MS Office Excel, Power Point presentation

Work Experience

◉ **Accenture** as Team Lead
Nov 2011 to Till Date

Project Title: L2- Service cloud Implementation
Organization: Accenture
Platform : Salesforce
Description: Customer is embarking on a project to replace the existing ticketing system with 'Salesforce Service Cloud' to enable the service management team with a tool that is easy and intuitive to use, scalable to adapt to the changing needs of the service management team to service the customer better.

Roles and Responsibilities

Worked closely with business users to understand and migrate service cloud process on SFDC from various legacy business support systems.
Challenged and implemented different complex business requirements using declarative approach with no or minimal customization.
Responsible for module wise deployment of configuration changes and providing support for large Salesforce.com implementations.
Effectively driven a team of 10 members across applications and increased the productivity by actively engaging them.
Extensively worked on 52 reports and dashboard.
Worked on Live Agent, Self-Portal and Einstein BOT
Extensive working knowledge on ITIL process (Incident, Problem and Change Management)

Project Title: Wholefoods
Organization: Accenture
Platform : SFDC
Description: The client, largest retailer of organic and natural foods, require for a complete digitization of its business

Description: The client, largest retailer of organic and natural foods, require for a complete digitization of its business process. The client was looking for a Salesforce app which can enhance its consumer experience while building on brand loyalty Affinity Program.
Roles and Responsibilities
Independently taken up and participated in requirement gathering, document preparation, end to end solution design, and functional spec preparation, functional test plan, functional test execution and training manual
Supporting and educating the product owner in managing the backlog to ensure the requirements are properly prioritized and appropriately sized.
Worked with various Salesforce.com objects like Accounts, Contacts, Opportunity, Case, Milestone and Opportunities.
Described organization hierarchy and built profiles, roles accordingly in Salesforce and managed on visibility and security settings around them as required by the business.
Extensively worked on Email & Web to case Functionality.
Exposure to Process Builder.
Protects the team, remove barriers to successful implementation and keeps them focused on the task at hand.
Participated in the project delivery during testing cycles and lead the root cause analysis and correction of issues.
Maintain the backlog and release plans, publish reports to ensure the product owner and delivery team is updated about the team's progress of their respective Sprints
Created custom dashboards in JIRA
Excellent verbal and written communication skills

Project Title: BHP Billiton
Organization: Accenture
Platform : SAP Portal
Roles and Responsibilities

Single point of contact for Portal functionality for both onshore and offshore.
Handled Portal for all modules like SRM, MM, HR etc.
Work in pcd objects and perform mass upload through macro tool in portal.
As the technical lead, often guide and give training to improve performance of new joiners.
Worked on the functional part along with portal.
Give Onsite training for the new updates and conduct hand over overseas KT to support team (AMO, CDS) and IBM team to suport the project.
Prepare Technical specification from functional specification and involve in all requrement gathering phase.
Worked in customization search filter.
Act as an onsite co-ordinator for many small developments.

- **IBM India PVT LTD** as Senior Software Engineer
Mar 2010 to Nov 2011

*   Salesforce Einstein Analytics:
o   Having experience in Salesforce Einstein Analytics, Prediction, Discovery (Stories).
o   Extensive working knowledge on Dataset, Lens, Dashboard.
o   Extensive customization experience on SAQL, JSON, Bindings.
*   Salesforce Business Analyst:
o   Act as a liaison between clients and other stake holders involved in requirement gathering, documenting gathered requirements in the form of SAAS Toolkit/JIRA story, coming out with a best possible solutions, efficiently guiding development, Quality Assurance & user acceptance team and looking upon until successful delivery of project
o   Manage requirement traceability matrix and track delivery status throughout the project
o   Proactively communicate and collaborate with external and internal teams to analyze information needs and a functional requirement to deliver a complete and comprehensive SAAS Toolkit /JIRA story.
o   Ability to interact positively and build healthy relationship with employees at all levels of the organization
o   Communicate complex technology solution to non-technical user base and management
o   Have an excellent knowledge on SDLC and gone through all phases of the Life Cycle in the project development.
o   Very well in preparation of the Functional Test Script, execution of functional unit testing, and functional solution documents.
o   Trained resources to understand the process and functionality
*   Salesforce Administration:
o   Having experience in Salesforce Administration
o   Extensive working knowledge on ITIL process (Incident, Problem and Change Management)
o   Experience in creating Roles, Profiles, Email Templates, Page Layouts, Validation Rules, Workflow Actions and Approval Process.
o   Extensive business knowledge and customization experience on various Salesforce objects like Accounts, Contacts, Opportunity, Case, Milestone and Opportunities.
o   Hands on Exposure to Email & Web To case, Live Agent, Self Service Portal Bot, Live Agent, Tableau
o   Experience in creating Reports and Dashboards as per the customer requirements.
o   Experience in Data jobs like Account merge, Contact Merge, Bulk data updates etc.
o   Experience in data migration using standard tools like Excel, MS outlook, Data Loader and workbench
o   Managing and chairing Service forum calls with business and metrics report reviews of Incident management.

- **Larsen & Toubro Infotec** as Software Engineer
Nov 2006 to Feb 2010

*   Cut over activities
o   Demonstrable directly related experience of software development in a commercial environment
o   Excellent team management and stakeholder management skills to deliver solution services in a critical to business operational environment
o   Coordinate activities across development teams to ensure quality and timely releases
o   Communicate release schedule and changes to stakeholders
o   Design and track relevant metrics for releases
o   Assist Product team in release note management
o   Assist Development Management in velocity tracking
o   Coordinate Branching and Merging strategies with development and QA teams
o   Drive release process improvement initiatives
o   Manage risks and resolves issues that affect schedule or release scope
o   Creates release deployment run books and rollback contingency

Education

UG **B.Tech/B.E. (Computers)** from **Oxxxxx Institute of Engineering and Technology, Bhopalxxx** in 2006

UG: **B.Tech/B.E. (Computers)** from **Synergy Institute of Engineering and Technology, Dhenkanal** in 2006

IT Skills

Skill Name	Version	Last Used	Experience
Einstein Analytics, Java, SQL,			
SAP, SAAS Tool Kit, Smart Eye			
Oracle-SQL, SOQL and SOSL			
Java, SQL, SAB ABAP, Salesforce			
Windows, Linux, JENKINS, ITIL			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time