Nitisha Prasad

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CONTACT DETAILS

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EXPERIENCE SUMMARY

- Overall 4.6 years of experience in Salesforce Technology, majorly working as Einstein Analytics Developer and Salesforce Admin.
- Played the role of Salesforce Einstein Analytics developer on Indian/Australian/German Companies for supermarkets and retail customers.
- Expertise in design, development, unit testing/UAT, deployment and maintenance of Einstein Analytics.
- Strong in technical design, good communication, time management and interpersonal skills. Have demonstrated ability to work as an individual performer as well as team player

PROFESSIONAL QUALIFICATION

Highest Educational Qualification: B.Tech (Information Technology)

College : Trident Academy of Technology, Bhubaneswar (BPUT)

COMPUTER PROFICIENCY

Salesforce Database Language : SAQL, SOQL

Visualization tools : Salesforce Einstein Analytics

Scripting Tools : JSON

CERTIFICATION

- Salesforce Einstein Analytics and Discovery Consultant
- Salesforce Administrator

- Salesforce App builder
- Salesforce Platform Developer 1
- Salesforce Sales Cloud Consultant
- Copado Administrator
- Copado Developer
- Flosum Professionals
- CCNA - Cisco Certified Network Associate Certified
- Six months corporate internship with Saasfocus - A Cognizant Company

PROFESSIONAL EXPERIENCE

✓ **Saasfocus - A Cognizant Company**

Tenure	**:**	August 2016 to August 2020
Designation	**:**	Einstein Analytics Consultant

Job Profile & Responsibilities:

- Successfully developed and delivered 15+ intuitive, insightful, compelling dashboard experiences and turned it into right sized, governed, supportable EA solutions

- Created Good Supplier's (Account) dashboards (hosted on Community page) for Suppliers (Community Users in Salesforce) as well as for Internal Users which provided last 13 weeks/ last week Replenishment KPI formulas drilled down to many levels. This Dashboard was highly appreciated by the client and put up on YouTube by client for their Users as a training video on how to use the dashboard - **https://www.youtube.com/watch?v=z8SgJfKIWTM**

- Delivered strategic analytics data solutions and reporting built on Einstein Analytics based on client requirement.

- Created and maintained datasets within Einstein to enable generation of meaningful insights for Sales/ Business Users.

- Facilitated sessions for Requirements elicitation and analysis along with functional owners and Users

- Provided detailed overview of dashboards training sessions to Business support.

- Worked on complex Salesforce object models and built dataflows to bring the correct data to show in dashboard using various transformations like flatten, computeRelative, etc

- Created Report landing page dashboard which provides button or link to other dashboards in the same page.

- Created Sales dashboard to show overall sales, quantity, target vs actuals, Store Visits by State/City/Store for ASM, RSH and Zonal Heads and applied security on data visibility by Role

- Created Sales dashboard to show customer ordering food, top preferred food, stores performing well in a map of a city, comparison with competent companies

- Created Marketing Dashboard which provided Campaign Metrics over year comparison, website performance

- Created Service Dashboards for Business Support to analyse Omni-channel Performance, Forwarded Service cases dashboards, Case Lifecycle, Case Milestone, etc which provided customers information about customer satisfaction and agent performances

- Created loan application (opportunity) dashboards for various teams to show in progress/ disbursed loans via Offline/Online medium for ASM/RSM/BH

- Managed the whole project and successfully completed external audit as well

- Functional and Performance Testing

- Production Deployment and support

Award Name	Award Date	Award Category
Cognizant Cheers	25-May-2020	Einstein Analytics/ BI Champion
Pillar of Success	Dec-2018	Pillar of Success
Pillar of Success	June-2018	Pillar of Success

✓ **Internship - Saasfocus - A Cognizant Company**

Tenure **:** January 2016 to July 2016

Designation   **:**   Salesforce Support/Developer

Job Profile & Responsibilities:

● Attended Salesforce Admin + developer training of one month provided by the company

● Have written test classes in Salesforce for covering the apex classes for various projects and deploy the same within package to Production via change set

● Have written batch class, email handler class and set up objects, email template etc to run the 'IT Help Desk' application for my organization

● Have configured and set up many features of Salesforce like validation rules, object & fields, dependent picklists, record types, page layout & assignments, permission sets, User creation & license, groups and queue, flows, workflow rules.

● Have used data loader for insert/update/delete/export operations foe Salesforce objects.