Satya Priya Panda

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PROFESSIONAL SUMMARY

- I have **3+ years** of hands-on experience as an **Android Developer** in Android and **Salesforce Administrator** in Salesforce.com and Force.com Platform in requirement engineering and providing **Support** to Business users in both **Classic and Lightning** Experience
- I have **1+ years** of **Freelancing** experience using PHP. and having good knowledge on LARAVEL

Professional Summary:

- 3+ years of demonstrated excellence in Application Operations and Production Support as a Salesforce Administrator, with proven increasing levels of responsibilities.
- Provide support and remediation across multiple applications, including Salesforce CPQ, CRM, Ib2B, FX.
- Responsible for supporting day to day sales, CPQ, marketing, channels, service cloud, order management support issues, and maintenance.
- Coach and support production support analysts to enhance their ability to respond to user queries around application.
- Support case inflow handling and allocating work within the team, providing daily reporting around the same.
- Communicate with users and all those that contact support team in a courteous, professional, accurate and timely manner.
- Identify knowledge gaps within the team and design and implement training to support development of team members.
- Ensure key processes are adhered to by team, to have seamless case handling for the users that have reached out for any queries.
- Should be an excellent individual contributor with excellent functional knowledge and an established SME across at least couple of areas.
- Should be able to facilitate discussion with stakeholders, dev, 3rd party teams, while handling high priority cases.
- Should be able to handle outages and keep the right parties informed.
- Assist users with their moderate/complex queries on Reporting and Dashboards.
- Assist leads in reviewing case responses of team members to ensure quality and timely communication is maintained at all times.
- Ensures MNE and project transition is done properly for his team and takes session where required to enhance team knowledge on complex areas coming through a release/ emergency CR or defect fix.
- Ensures team participates in the transition session calls, and UAT sessions for a smooth transition of functionality to support team.
- Provides Sign-off on the transition sessions attended by team.
- Should be able to manage team in the absence of leads to ensure team is working efficiently to support the application any high priority escalated as required.

- ➢ Ensures pro-active identification of cases which may turn into an escalation and should work with his leads to avoid/address such situations pro-actively.
- ➢ Provide support for routine inquiries and have a general knowledge of application and their respective integrating vendors, products, services, systems and workflow.
- ➢ Escalate significant and recurring issues to the Tier 2 support team and follow through to resolution.

PROJECTS

Project-1:

Project Title	**: Symphony**
Environment	**: Data Security & User Management**
Team Size	**: 5**
Platform	**: Force.com**
Role	**: Salesforce Administrator**

Description:
Bharti Airtel Limited one of the worlds' leading Integrated Telecom Services Providers with operations in India, Sri Lanka, Bangladesh and Africa has always been ahead of the curve in terms of innovation and improving customer experience through pro-actively understanding the needs of the environment. Airtel Sales departments is responsible to make sure all the Opportunities/Deals are tracked through reports for all the business units. New symphony process includes introduction of new CPQ which requires changes in existing reports and creation of new reports. Symphony is a salesforce-based product which will allow user to run its presales journey starting from customer creation till Order is Won from customer. Airtel has awarded the Project Symphony for implementing the SFDC enhancements in Airtel, with this Airtel intends to streamline the existing Opportunity and Feasibility management process.

Roles and Responsibilities:

- ➢ Creating a Role Hierarchy in different from an org chart by View and modify a role hierarchy.
- ➢ Creating and assign roles to simplify access to records. Defining the importance of giving the right people access to the right data in which you can control data access.
- ➢ Controlling the Access to the Org by Creating, viewing, and managing users.
- ➢ Set password policies.
- ➢ Limit the IP addresses from which users can log in and Limit the times at which users can login.
- ➢ Control Access by Viewing existing profiles and create new ones and used to modify access to objects using profiles.
- ➢ View all assigned users in a profile and Creating new permission sets to sets to single and multiple users.
- ➢ Control Access to Fields such List reasons to limit access to specific fields by Viewing and editing field-level security settings.
- ➢ Different ways to Control on Access to Records using record-level security controls.
- ➢ Explaining how the different record controls interact with each other.
- ➢ Setting up the org-wide sharing defaults to control access to records.
- ➢ Using of sharing rules to extend access beyond the role hierarchy structure and Creating public group that includes users with different profiles and roles.

PROJECT- 2:

Project Title : Ashley Furniture
Client Name : Million Walls
Team Size : 5
Role : Salesforce Administrator
Environment : Data Modeling & Data Management
Platform : Force.com

Description:

Ashley Furniture Industries, Inc. is an American home furnishings manufacturer and retailer, headquartered in Arcadia, Wisconsin. The company is owned by father and son team Ron and Todd. Ashley Furniture manufactures and distributes home furniture products throughout the world. Ashley Furniture Industries sells home furnishings and accessories available through two distribution channels, independent furniture dealers and more than 700 Ashley Furniture Home Store retail furniture stores, which are independently owned and operated by licensees in the United States, Canada, Mexico, Central America, and Japan. It has manufacturing and distribution facilities in Wisconsin, Mississippi, California (closed 2016), Pennsylvania, North Carolina, Florida, China, and Vietnam.

Roles and Responsibilities:

➢ Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
➢ Hands on exporting data using two methods manually and automatic export n a weekly or monthly schedule from Salesforce.
➢ Understanding the perks of using Custom & Standard Objects and fields on the Salesforce platform.
➢ Creating and Defining the different types of object relationships and their typical use cases using lookup relationship and master-detail relationship.
➢ Hands on by configuring your company settings affect your end users.
➢ Responsible for Creation of Workflows, Validation Rules and Sharing Rules.
➢ Having good work experience in Reports and Dashboards.
➢ Extending the Reporting Strategy with AppExchange by Install and Modify and a reports and dashboards package from AppExchange.
➢ Visualizing the Data with the Lightning Dashboard Builder

PROJECT 3:

Project Title : Ruto App
Team Size : 4
Tools : Android studio

Description:
Ruto App provides you with verified & reliable information for more than 6000 km of highways including routes, photos, Map about highway base Restaurants, Hotel, Fuel Station, Petrol pump, Atm, Vehicle Service, Lodge, Toll-Tax and many more category. It will show you a list of different items for routes where you can choose for rest while travelling and get the service from

that shop. It will also help you to get the Near-by custom information of   areas.
Responsibility:

- ➢ Responsible for development, enhancements & implementation of module.
- ➢ Downloading the data from the servers.
- ➢ Adding the Google Map functionality for showing the route.
- ➢ Implementation of fused Location API.
- ➢ Involved in bug fixing in enhancement and maintenance of the application.
- ➢ Involve in Espresso Testing for UI part and Manual Testing

PROFESSIONAL EXPERIENCE

- Worked as Salesforce Administrator at **IVYTEL Technologies,** Bangalore.
- Worked as Android Developer at **IVYTEL Technologies,** Bangalore.
- **Freelance** website Design and Database creation**, SGC INFOWAYS.**
- **Freelance** EMS and PAYMENT GATEWAY, **KEEVES Limited**

ACADEMIC QUALIFICATION

- B.Tech. (E&TC) from Orissa Engineering College (BPUT Orissa) 2011-15
  7.26 CGPA.

SOFTWARE PROFICIECY

Technologies	**: Salesforce.com, Force.com**
Programming Skill	**: PHP, LARAVEL, APEX, JAVA, ANDROID,**
Operating Systems	**: Windows Family**
Data Management Tool	**: Data Loader, Workbench, Import Wizard**
KPI Reporting	**: Report & Dashboard**
Automation Tool	**: Workflow, Approval Process Database**
IDE	**: Eclipse Luna, Android Studio.**
Debugging tools	**: Toast, Logcat, Break point techniques.**
Database	**: SQLite.**
Parsing Technique	**: JSON Parsing (Web Services)**
Other tools	**: Genymotion, GitHub**

DECLARATION

I hereby declare that the above-mentioned information is true and correct to the best of my knowledge.

Date**:**   Signature: Satya Priya Panda