

Jyotishna Choudhury

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CAREER OBJECTIVE:

To work in a progressive team environment, with full determination and dedication to gain experience by implementation of my knowledge and get maximum professional exposure while working.

EMPLOYMENT SUMMARY:

- Salesforce Certified Administrator (ADM 201)
- Experience in the field of CRM Application support.
- Experience in Salesforce customization, Security Access, Data Validation, Workflow, Process Builder.
- Apttus CPQ and CLM knowledge.
- Basic ITIL process knowledge.
- Basic CPQ knowledge.
- Experience in handling a team of 5 individuals.
- Proficient in analyzing and translating business requirements to technical requirements and architecture.
- Good communication skills and proficient in working in MS Excel.
- Experienced to work under pressure and meeting tight timelines.

PROFESSIONAL EXPERIENCE (4+ YEARS)

1. Sept 2014 – Sept 2019

Company	Techmahindra Pvt Ltd
Designation	Software Engineer
Project	Vodafone EU
Application	Global Salesforce integrated with Oracle CPQ (formerly Big Machines)
Team size	10

2. Oct 2019 – Present

Company	Wipro Technologies
Designation	Associate Consultant
Project	Oracle CPQ Dev L2
Team size	5

Technical Role:

- ❖ Salesforce Administrator:
 - Manage Salesforce.com CRM application.
 - Handling incidents/ Service Requests/ Change Requests on daily basis and timely catering to various client issues on CPQ and Salesforce customization.
 - Implement new enhancements including creation of custom objects, process builder, workflow, validation rules and visualforce pages.
 - Maintain multiple user roles, security access and profiles.
- ❖ Apttus CPQ Admin:
 - Supported end to end implementation of CPQ process.
 - Configured Products, Catalogs, Price Lists, and Attributes within the Products and pricing adjustment with Price Matrix in Apttus CPQ.
 - Creating template with smart fields, clauses, segments for document generation in Contract Lifecycle Management.
 - Involved in end to end testing and configuration enhancement for CPQ and CLM

Functional Role:

- Liaising with development team and Release manager for fix identification and new functionalities.
- Interacting daily with client respect to defects raised and user issues.
- Representing team for daily/ weekly status call with Customers, delivery leads and Service Owner.
- Daily calls with management to provide better quality and performance with respect to the application.
- Consolidation of fixes for determining the scope to be deployed on production.
- Ensuring UAT and Regression is performed before fix is deployed.
- Ensuring that the technical documentation relevant to the IT Knowledge Base are up-to-date.

CERTIFICATION:

1. Certified Salesforce Administrator (ADM 201)
2. Apttus CLM 201

EDUCATION:

Exam	Board/University	Year	Percentage
B.Tech	Assam Don Bosco University	2014	77
XII	CBSE	2010	87.6
X	CBSE	2008	88.4

PERSONAL DETAILS:

Date of Birth: 26 Jan 1993

Sex: Female

Nationality: Indian

Marital Status: Single

Language Known: English, Hindi, Assamese.

Passport: Available