UPASANA SARKAR

E-mail – upasana0112@gmail.com

Mob - +91 8142042781

Salesforce/CPQ Admin/Administration/Technical Support /Development Support

PROFESSIONAL SUMMARY

A resourceful, self-motivated, results driven professional with 9+ years experience as a senior consultant, data analyst, Salesforce Administrator and Developer Support .

To align my core IT skills and passion for new technologies with a company dedicated to revolutionizing the Industry.

SKILL

|  |
| --- |
| Salesforce CRM Platform Interpersonal communication and  Salesforce configuration and customization Presentation  Administration  Salesforce CPQ /Billing Assertive,Innovative,Self starter  SQL Multitasker,Setting new goals self  Siebel Learning,Strategist,Planner  JIRA  GITLAB  Project management tools :MS Project,MS Office |

CERTIFICATION

* Salesforce Certified Administrator
* Salesforce CPQ Specialist
* Salesforce Certified PD1
* Salesforce Sales cloud consultant
* Salesforce Service Cloud

Education

* MCA from IGNOU securing 63% in 2018
* PGDCA from IGNOU securing 67% in 2013
* BCA from CCS University securing 73 % in 2009
* Intermediate from CHSE, Orissa securing 53% in 2006
* Matriculation from CBSE securing 69% in 2004

Work History

Elsevier

CPQ Consultant /Software engineer 4

OCT 10, 2022, Till Date

Roles and Responsibilities:

* To Configure product setup, Pricing Models, Data analysis, Product configuration.
* To Interact with the End user and discuss on various pricing solution
* Responsible for data migration for Sales from Siebel to Salesforce
* Configuration of Flow
* Providing the End-to-End solution to the sales team
* Creation of dash boards/Playbook/Mapping sheets/Reports
* Creation of QLE configuration loading price grids /Block list for related product.
* Analyzing the Issue faced by the L-3 team and proving the resolution.

HCL Technologies

Salesforce developer/CPQ Administrator

NOV 05 2018 OCT 03 2022

Roles and Responsibilities:

* Work directly with the business to take the requirement for the data migration process from different source systems to Salesforce.
* Product configuration
* Data Migration and deployments
* Data Mapping and documentation of the current process and the new billing system
* Production support during the usages generation and mock run activities
* Work with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes
* Seek out ways to utilize SFDC to improve processes and

productivity, and make recommendations to support an

* organization scaling at a rapid pace

PROLIFICS DATA SERVICES

Senior Consultant

DEC 14 2015 TO SEPTEMBER 30 2016

Roles and Responsibilities:

* To support the data analytics team for data transfer to development and testing team
* Experience in working with Business Integration tool –BA 360 for analytics ,reporting and generating test strategies for manual and automation testing.
* Performed Unit, Functional, Regression, Re-Test and Sanity Test for Quality Testing. Profile Creation and Segmentation for Data Management.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and AutoResponse Rules for automating business logic.

HCL TECHNOLOGIES

Salesforce Administrator and Developer support

Jan 2014 to Jul 2015

Roles and Responsibilities:

* Expert in data extraction and ORG migration through data loader and various importing app
* Responsible for resolving assigned cases.
* Worked with standard Salesforce objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Designed Visual force pages and using Apex Code created triggers and classes. Work on new acquisitions data: Data mapping and integration into our database
* Create user manuals for new applications and train users till total adoption
* Created custom objects and its related reports / dashboards to hide data access from other profiles across the organization.
* Worked on adhoc reports based on the business requirement.
* Managed general administrative responsibilities.
* Troubleshooting and handling request/ cases from customers
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts,Workflow Actions and Approval Process Hands on working experience in Role Hierarchy, Custom Profiles and public Groups creation and user management.

Evalueserve.com

Business Analyst

Feb 2011 to Jul 2013

Roles and Responsibilities:

* Identify problematic areas and conduct research to determine the best course of action to correct the data Knowledge of Profile Creation, Segmentation, Campaigning, creating and running SQL queries for Data Management.
* Query Reports using Access and SQL Customer Data segmentation in Siebel OBIEE Data File extraction and uploading into history segments through Siebel Marketing Manage the customer history database in OBIEE.
* Provide client with the required data output through Webferit and Ogilvy Identify, analyze, and interpret trends or patterns in complex data sets
* Perform basic statistical analyses for projects and reports
* Develop graphs, reports, and presentations of project results Worked autonomously within a team of Data Analysts, to analyze, review, update, edit, clean, translate, and ensure accuracy of customer data. Working closely with the campaign managers for acquisition. Manage Reporting extracted from Salesforce CRM.

Was also associated with I energizer for a period of 1 yr as a Customer Care Executive handling customer queries and escalation for the voice process.

Activities and Interest

Book Reading,Music ,Traveling

Personal Details

Date of Birth - 1st December 1987

Nationality - Indian Marital Status - Married

Language Known - English, Hindi, Bengali & Oriya

Reference - To be furnished on request

DECLARATION

**The information provided above is true to the best of my knowledge.**