Certified Salesforce Service Cloud Consultant, developer, Administrator with a history of delivering strong results. Creative thinker with a solution-oriented approach. Effective communicator and listener who excels at understanding and defining goals.

# Professional Experience

**Employer: Manhattan Associates**

**Role:** Senior Salesforce Enterprise Application Analyst

**Duration: July** 2019 – Till Date

**Project Description:** In Manhattan Associates its business Partner and internal users who uses SFDC. Salesforce enables a single view of the customer and orders—along with a single view of inventory—using a common integration model enterprise-wide. In this way, stores, customer service, and distribution don’t require separate platforms or solutions that are disconnected from one another to achieve business goals.

**Roles and Responsibilities:**

* **Lightning call centre automation service cloud**.
* **Implementation experience in SFDC CRM platform - Service Cloud (Case Management, Chat (Live Agent), Knowledge Base, Self-service portal, Omni Channel, Service Channel, Email to Case, Service Console, Routing, CTI etc with full Software Development Lifecycle (SDLC).**
* Develop user stories/ wireframes (both functional and system operational requirements) and work with client on elaboration and ambiguity resolution.
* Analysing the business needs of the clients to help identify business problems and propose solutions.
* Early involvement in solution design and estimations
* Prior to UAT validate that solution meets business requirements.
* Attending Technical review sessions and co-ordination with Offshore. Conduct technical design reviews and demos to the customer (IT and business).
* Interacted with various business team members to gather the requirements and documented the requirements and convert function requirement to User Stories.
* **CPQ configuration**, (**Product Configurations, Complex Pricing, billing, Quote Management**) and development and requirements gathering and lead a team to deliver in time.
* **Conga with Salesforce.**
* Drive stand-up meetings and provided update to onshore team
* Worked with various salesforce.com objects like **Accounts, Contacts, Leads, Opportunities and multiple custom objects.**
* SFDC Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Custom Metadata, Validation Rules, Workflow, Process builder, Triggers, Apex, Visualforce, etc.
* Developed **Apex Classes**, **Controller** **Classes** and **Apex Triggers** for various functional needs in the application.
* Worked on **Email-To-Case** settings, Record Type, Page layout, Support Process, Auto Response Rules, Workflow rules to automate email action so that the emails can be created as Service Requests automatically and assigned to the associated internal user.
* Implemented **Security** and **Sharing rules** at **Object Field** and **Record levels** for different users in the organization.
* Lightning migration for call centre. Lightning record pages, lightning app builder.
* **ReleaseManagement-GitHub,Jenkin, Bitbucket, Atlassian, Jira with VS Code.**
* End to End Development Lifecycle including requirement, design, development, testing and Deployment/support.
* **User Story Tracking, Development of feature, Review Code, commit to repository, Quality Testing, UAT Testing and Sign off, Full Tracking of every release.**
* **SFDX: Scratch org and Non-Scratch Org**. Create a Branch, Using VS code to commit the changes in the branch using Package.xml, Commit, Stage, Push, create a pull request etc.
* Experience working in **Agile methodology**, **Scrum methodology**.

------------------------------------------------------------------------------------------------------------------------------------------

**Employer: Hewlett Packard Enterprise**

**Client:** US Based Telecommunication Provider

**Role:** Technology Consultant

**Duration: Oct** 2015 – April 2019

**Project Description:** Sales Cloud implementation for a leading Telecommunication organization in US to help increase the sales and provide better after sales services. Designed a Force.com partner exchange portal to maintain and help the authorised partners to easily order services offered by the telecom giants for the end user.

**Service cloud lighting implementation to automate call centre.**

Omni channel, Service channel, automate case Management and Console. Web to Case, Email to case, Knowledge Base, Live agent Chat.

**Roles and Responsibilities:**

* Salesforce Service cloud implementation with Lightning Platform, Automate call centre with Case management, Omni channel, Chat(Live Agent),Knowledge base, Self-service Portal etc.
* Participated in key meetings with clients including requirement sessions system demos user acceptance testing, and end-user training.
* Worked with clients and end-users to gather, understand, and define business requirements.
* Contributed in Salesforce.com Development by developing the presentation layer in Visualforce and business logic in the Apex Programming by creating/using the Classes, Triggers, Standard Controllers and Custom Controllers.
* Implementing the Sales Process and implementation of Force.com site and community creation for valid users.
* Wrote Apex Test Classes for unit testing to ensure at least 75% of code coverage.
* Generated SOQL, SOSL Queries for maintenance of multiple objects, to select the data from SFDC.
* Good working knowledge of custom settings and its implementation.
* Defined lookup and master-detail relationships on the objects, created junction objects
* Implemented Object as well as Field Level Security to hide critical information on the profile users.
* Created Sharing Rules, OWD, and managed the Role Hierarchy ensuring correct access to data.
* Created different Scheduled and Batch apex jobs based on the business requirements.
* Worked with Salesforce Data Loader for operations like insert, update, and bulk import or export of data from Salesforce.com Objects.
* Performed tasks like creating Profiles, Roles, Users, Page Layouts, Search Layouts, Reports, Dashboards, Tasks, Events, Compact Layout, and Record Types and define various business processes.
* Created Public Groups, Queues as per the business requirements.
* Implemented different advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules and Workflows.
* Designed and deployed the Custom objects, Custom tabs, Assignment rules, Validation rules, Workflow Rules, Auto response rule, Page layouts, to suit to the needs of the application.
* Familiar with object-oriented design and development concept. Involved in development using JAVA Technologies.
* Coach other team members on Salesforce product to ensure knowledge is distributed among the team

**Employer: Hewlett Packard**

**Client:** HPE Global SharePoint Users

**Role:** Technology Consultant

**Duration: June 2014 – Sept -2015**

**Project Description:** Worked as a Developer and Admin to create and manage SharePoint sites, permissions, workflows and automation. Have been proactively involved in migrations of sites.

Created training documents and provided trainings to PMs on how to use the site.

**Roles and Responsibilities:**

* Created new Sites with Unique Permissions, List and Libraries and included workflows and user groups.
* Workflow for Email updates & JavaScript coding through SP designer 2013.
* Created and Managed SharePoint Groups and Permissions for Domain Users

SharePoint Administrator responsible for user access,

Creating/ reengineering webpages and document libraries for manuals.

* Created and interpreted Weekly/monthly/quarterly Web site metrics reports.
* Provisioned and configured User Profiles, Enterprise Search, My Sites and Managed Metadata.
* Submit Form using InfoPath.
* Performed troubleshooting SharePoint environments for resolving issues in production.
* Configured users' profiles and Search Services in SharePoint environments.
* Configure standard site templates and site provisioning scripts.
* Provide formal and informal training of content managers and end users on the best practices and standards of SharePoint site design.
* Migrated SharePoint sites and content from on premise environments to SharePoint Online.
* Provide product support and training to users, content managers and site owners.
* Developed and conducted training 500+ personnel.

# Achievements & Certifications

* Received the ‘Employee of the Quarter’ for the Q3-2015, Q3 2017.
* **Service cloud consultant**
* **Salesforce Platform Developer Certified.**
* **Salesforce Admin Certified**
* **Copado DEVOPS Admin**
* **ITIL V3 Certified**
* Attended various Internal Trainings like App Builder and Admin Foundation Trainings.
* Created IOT Smart Parking Lot Architecture apart from my day to day work and implemented the acquired knowledge to create a working prototype using Arduino, IOT Devices such as Proximity Sensor and WAMP Server as well as IOT Hub.

# Education

* B. Tech (Engineering) in Information Technology, West Bengal University of Technology, Kolkata, India | June 2013 | Passed with distinction: 8.2 CGPA.

# Personal Information

|  |  |
| --- | --- |
| Date of Birth :  | 10-Sep-1989 |
| Contact :  | +91-7892989136 |
| Email :  | ritubarailey@gmail.com |
| Address : | Maheshwari building, 2nd Cross, VP Road, Madiwala, Bangalore, Karnataka- 560068 |