**Manideepa Purkayasth **

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**| Salesforce Administrator |**

**Industry Preference:** IT

**PROFILE SUMMARY**

* Salesforce Certified Administrator with approx **4 years of experience across IT industry including 1 years of experience in Salesforce.com CRM Platform**
* Hands- on experience in **Role Hierarchy, Custom Profiles and Public Groups and User Management.**
* Extensive experience in analyzing organization processes, **converting business** **workflows into exact Salesforce.com workflows and configuring Salesforce.com**to meet business requirements.
* Hands on Experience in creating**Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports**and various other components as per the client and application requirements.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products,Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Experience in **Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions**and **Approval Process.**
* Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.

**KNOWLEDGE PURVIEW**

**CRM**: Salesforce

**Salesforce Technologies:** Workflow & Approvals, Reports, Dashboards, Case Management Automation, Custom Objects, Data Loader

**Environment:**  Saleforce.com platform, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval

Data Loader, Force.com Platform(Sandbox and Production).

**ORGANIZATIONALEXPERIENCE**

**Since Jul’19 with Tech Mahindra, Chennai as Senior Software Engineer**

**Project Details & Responsibilities**

I am currently working for a project of **Mitsui Knowledge Industry(MKI**). MKI and Tech Mahindra has a collaboration to develop next generation digital enterprise solution in the Japanese market. Mitsui Knowledge Industry is a wholly owned subsidiary of Mitsui & Co, providing services and products related to ICT(Information and Communication technology).

**Roles and Responsibilities**:

* Administrated and monitored the company’s Salesforce CRM application.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Developed and Customizing salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, and Page Layouts.
* Worked on data migration from databases to SFDC using Data Loader.
* Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.

**Environment:** Force.com, Apex, Data Loader, Custom objects,SOQL Record Types and its Relationships, Roles Security Controls,Business Logics.

**Jul’17-Jul'19 with BNY Mellon Technology India, Chennai as Senior Analyst**

**Project Details & Responsibilities**

* **GAMO -** *Coordinated with the GAMO Team; executing* ***identity & access management activities (User Management).***
* *In Identity and Access Management, I am able to work with application teams and assist in implementing and tuning services that are reliable, available and performing.*
* *Creating the* ***User access and Termination( Revocation).***
* *Working on remedy tool (ITSM); coordinating with Business Solution Team for system owners and other IAM colleagues to address audit and regulatory related issues.*
* *Maintaining* ***SLA of tickets.***
* *Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.*
* *Worked on Record Types, Validation Rules, and Page Layouts.*
* *Priority issues are decided based on impact and emergency. They can range from access issues to server outages* to several reasons.

**PREVIOUS EXPERIENCE**

**Nov’15-Jun’17 with HCL Technologies, Chennai as Analyst**

**Key Result Areas:**

* Provided **internal security consulting for product development** and operations of services across organization
* **Administered, investigated, documented and gathered information** on data security recommendations to protect
* Coordinated with the GAMO Team; executing **identity & access management activities**
* Monitored & defined the efficient and **cost effective IT solutions** that support client business processes and functional requirements for IT projects

**ACADEMICDETAILS**

* B.Tech. in Information Technology from CVSTU -2015
* 12th from Delhi Public School (CBSE Board) -2011
* 10th from Delhi Public School (CBSE Board) -2009

**PERSONALDETAILS**

**Date of Birth:**18th December 1992

**Languages Known:** English,Hindi& Bengali

**Address:** B-2014, Narmada Vihar, NTPC Township, Jamnipali, Korba (C.G)-495450