PRABHAT RANA

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📞 8630676916

Educational Summary

IGNOU

Master in Computer Application

Technical Skills

SQL Server Reporting level , APEX,Java,PHP, Salesforce Platform,Reports, Dashboard,Data loader,Workflow and Approvals, Validation Rules MS Office,MS Word,MS Excel

Professional Summary

Experience in sales force customization

#Experience in SFDC customization of reports and dashboards

 #Experience in configuring configuring and maintaining user security permissions in complaints with organizational needs.

Great interpersonal and communication skills focused,self motivated,Organized,Quick learner and team oriented.

#Experience in various advanced fields like Picklist , Custom fields, Relationships, Validation Rules,Process Builder and visual flow,Email generation per application requirements

Project Summary

*July 2020 -
Jan2021*

PRA Health care

Associate System Engineer/Administrator

ENVIRONMENT-- Salesforce.com,BMC Remedy tool

"DESCRIPTION" : Manage the performance of services to customers,ensure that service levels are achieved in line with contracts and that customer's expectations are met or exceeded.

Ultimate responsibility for ownership of all customers incidents or logged service Requests.

Track the incidents to conclusion in line with SLAs and quality standards. Manage critical

customers incidents, associated to customer communication, activities and any appropriate

escalations. Provide information about incidents/Requests analysis and KPIs. Review performance reports, service improvements, service quality and processes.

Responsibilities

⚫ Managed sales force application user profiles,roles ,permissions, generating security tokens and validation rules. ⚫ Created profiles and implemented object level, field-level and record-level security and managed roles, visibility settings. ⚫ Designed, developed ,deployed page layouts, components, custom objects ,custom tabs and visual force pages to reach the needs of organization. ⚫ created users ,Roles public groups and implemented role hierarchies,sharing rules and record level permissions to provide shared access among different users. ⚫ Created various reports (Summary reports, matrix reports ,Tabular reports ,pie charts and Dashboards).