

# Prateek Shrivastava

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## **CHRONOLOGICAL PROFESSIONAL SUMMARY:**

- Excellent understanding of Scaled Agile framework and worked in Jira / Jama for different PI Planning projects.
- Work as a Salesforce certified professional in a successful organization and deployed projects from Innovation phase to execution phase as per business and stakeholders requirements.
- Extensive experience on Tableau, Matomo, Adobe Analytics and some understanding about AWS
- Ability to work closely with the business partners to define and understand their needs.
- Extensively communicated information in a clear concise, credible, and timely manner to optimize customer relations.
- Highly motivated self-starter with excellent communication, presentation, and interpersonal skills, can perform well both independently and with a team, always willing to work in challenging and cross-platform environments.
- Excellent written/verbal communication skills

## **CERTIFICATION & EDUCATION:**

- Salesforce Administrator, Salesforce Advance Administrator ,Service Cloud Consultant
- Master's in Computer Science – University of Georgia, GA, GPA – 3.5
- Bachelor's in Engineering- R.G.P.V University – India, GPA- 3.7

## **TECHNICAL SKILLS:**

- Software: Service Now, Jama, Jira, Salesforce , Adobe , Okta
- Data Analysis Tool: Tableau, Matomo, Adobe Analytics, Einstein Analytics
- Language: Python
- MS Office, MS Visual Studio

## **Projects:**

### **Salesforce – Service Now Integration:**

- Worked as an Architect on this project is for the improving the customer support experience and to integrate the two-system used for cases and incidents.
- This project also helps to reduce the manual and reductant work and automate the incident creation process.
- Due to this implementation Bi-Directional flow between SF and SN is established and solved the licensing problem of two tools for the users.
- Better metrics were provided to the leadership team both on cases and incident.

### **Service Request Case Queue Prioritization:**

- Worked as a product owner to build an advanced capability to provide prioritized list of cases that need immediate attention by account managers.

- A customized algorithm was specifically designed and improved based on 200+ input variables, customer feedbacks and SR domain expertise.
- Importance, Urgency and Priority (weighted average of the two), were the 3 scores computed to generate the ordered list of service request.
- Successfully deployed and evaluated this end-to-end solution in a sandboxed environment.

#### **Entitlements and Milestones Deployment:**

- This project is implemented to provide customer support based on their contract and SLA level.
- Designed and customized Entitlements processes, milestones, process builder, email alert as per stakeholders' requirements.
- Deployed in production and integrated it with customer support portal.

### **CHRONOLOGICAL PROFESSIONAL EXPERIENCE:**

#### **Boeing Digital Solutions | Salesforce System Engineer | May 2017 – Present**

##### **Responsibilities:**

- Working with multiple cross-functional stakeholders and differing priorities
- Build and create BRD for the projects.
- Maintain release schedules and milestones along all stages of a project's life cycle, coordinating across multiple teams to ensure delivery of best data products/solutions.
- Acts as a mediator between Product Owner and Developer teams as per PI Planning goals
- Create User stories for different PI Planning and maintained the information in Jira and Jama
- Worked on One Org merge including different subsidiaries using different salesforce org to join one salesforce org as One CRM project
- Automated 70% of manual processes using Workflow, process builder and Flows
- Worked on Salesforce Analytics studio and setup connection with AWS for creating dashboards on AWS data
- Created around 150 + reports and 70+ dashboards in both salesforce classic and lightning platform as per management and stakeholder's requirements
- Worked on connection of tools such as Tableau, Matomo with salesforce to create datasets on real time data.

#### **Salesforce, India | Analyst | Sep 2011 – Dec 2015**

##### **Responsibilities:**

- Designed and solved complex scenario's where we need to upsert contacts based on multiple Email look up's, using Mapping Configurations and Task Flows.
- Being an Administrator, implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and designed various Workflows, Approval processes.
- Generating various Reports, Dashboards and Scheduling them to the corresponding users as per the requirement.
- Having good experience on Sales Cloud and customization of sales cloud.
- Lead, Account, Contact, Opportunity Management, and Lead Conversion process, Email-to-Case, Web-to-Lead implementations.
- Worked on Configuration of Salesforce.Com Data Model using Object, Fields Rollup, Lookup, Master Detail, Record Types and View through Page layouts.