DEBASISH PAUL

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**O*bjective:***

Being an Experienced and skilled, I am looking for a challenging and rewarding job opportunity wherein I can utilize my current experience and learn new skills simultaneously. I am a Team player with ability to work effectively with all levels of organization and individually as well.

**Professional Summary**

An experienced professional with overall experience of 10 yearsin multiple projects including last 4 years with SalesforceCRM support:

Salesforce certified Force.com Administrator (ADM 201), Force.com Advanced Administrator (ADM211)**.**

Responsible for maintaining the functional areas of data management, Implementing Marketing and Sales processes covering Campaign, Leads, Accounts, Contacts, Opportunities.

Help the customers in creation of testing environments (Sandboxes) and deployment of changes to production through change sets. Excellent understanding of different Sandbox environments and their implementations.

Strong Knowledge of AppExchange Platform, Implementing and integrating Third Party Applicationswith Salesforce CRM**.**

Having good hands-on experience with various Data management tools like Data Import wizard**,** Apex Data loaderand Third party data management tools. Well versed with implementation of Bulk Data Import/Export**,** Upsert and Mass deletion using various Data managementtools**.**

Extensive experience in configuring Salesforce.com CRM application by customizing standard objects, creating custom objects, validation rules, relationships, apps, tabs, page layouts, profiles, permission sets, sharing rules, workflows, approval process, reports and dashboards, data loader, migrations, etc.

Responsible for Salesforce releases and leverage the updates applicable to the ORG**.**

Created knowledge Base articles and got it published internally and externally in Salesforce ‘Help & Training’ portal.

**Work Experience Summary:**

**COMPANY: Polaris Consulting Services Ltd.**

**Project : NatWest Markets (RBS)**

**Designation: Lead Consultant Technology (17/10/2018 to till date)**

**RESPONSIBILITIES:**

* Providing Salesforce support to users of NatWest Markets based in UK.
* Taking ownership of self-service tickets and support the user with their technical questions, problems with complete adherence to SLA.
* Answer technical questions, solve technical problems, and suggest appropriate Workarounds related to supported applications.
* Co-ordinate with Developer and BA when its required to provide great support experience to end users.
* Responsible for sprint release within the business.

**COMPANY: HCL Technologies Pvt Ltd.**

**Project 1 McAfee (Jan 2017- June 2018)**

**Designation: Analyst**

**RESPONSIBILITIES:**

* Providing application support to McAfee end users based in EMEA, AMER and APAC.
* Taking ownership of self-service tickets and support the user with their technical questions, problems with complete adherence to SLA.
* Answer technical questions, solve technical problems, and suggest appropriate Workarounds related to supported applications.
* Providing training to new hires.
* Escalate issues to next resolver group where it’s necessary.
* Reported enhancement requests and defects received from customers.
* Participated in the continuous improvement of processes.

**Project2: Salesforce CRM Support**

**DESIGNATION: Engineer - Product Support (20/12/2013 – 31/12/2016)**

**RESPONSIBILITIES:**

* Providing Salesforce CRM support to Premier and Standard clients based in America and Europe regions as a part of CRM-Usage skill group.
* Taking the ownership of the cases raised by Premier and standard clients and troubleshooting their issues with complete adherence to the defined SLA.
* Answer technical questions, solve technical problems, and suggest appropriate Workarounds related to supported applications.
* If requires co-ordinate with the various teams like Feature Activation, CRM-Configuration, Tier-3 and R&D and other Skill groups that are based globally to ensure the complete resolution and fulfil the out of box request for Salesforce clients.
* Create knowledge base materials dedicated towards operational efficiency.
* Help customers in migrating data between their Salesforce orgs using various Data migration tools.
* Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
* Assist with the design and delivery of product and other technical trainings.
* Review support cases for technical and troubleshooting accuracy.
* Assisting Salesforce clients in finding the best AppExchange products that suit their business requirements and help them in integrating the same with Salesforce.
* Helping clients in creation and implementation of different Sandbox environments as per their business needs. If requires co-ordinate with their Account executives or Customer success managers for License related issues.

**COMPANY: IBM Global Process Services Pvt. Ltd.**

**Project.2: Virgin Media ISP. (November’2007- June’2012)**

**Virgin Media is one of largest Broadband Providers in United Kingdom.**

**DESIGNATION: Junior and Senior Operation Executive.**

**RESPONSIBILITIES:**

* Responsible for handling inbound calls and solving internet connection related queries of UK clients.
* Troubleshooting issues regarding configuring wireless router, security software & general internet connection queries.
* Handling client's escalation and conducting refresher trainings

**Project.2: Intuit (June' 2012– December' 2013)**

**Intuit is one of the Leading software companies based in U.S.A that develops various Accounting Software called QuickBooks for**

**different business types (like Retail, Manufacturing, Construction, Consulting, Non Profit etc.), from Small companies to the large**

**Enterprises.**

**DESIGNATION: Lead Operations**

**RESPONSIBILITIES:**

* Worked as Subject matter expert in Technical voice process called Intuit.
* Handled the team of 15-20 Technical support associates who used to provide Technical and business application support for Quickbooks software to the US based clients.
* Effective performance planning for self and team and time management and self organization.
* To facilitate problem solving and collaboration and infrastructure planning, with the potential to affect the successful execution of business transactions.
* Troubleshooting problems pertaining to Performance of Accounting Software (QuickBooks).
* Addressing client calls, handling escalations and conducting refresher trainings.
* Client interaction for requirement gathering, system study & analysis.
* Managing Team Schedules & headcounts and ensure SLA adherence.
* First point of contact for a team of 15-20 members in resolving problematic issues.
* Providing post-implementation, enhancement and maintenance support to clients for application.
* Generating and analysing weekly reports for team.

**Professional Trainings:-**

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| Completed Salesforce **ADM 201, ADM 211 Certification** |

**Educational QUALIFICATIONS**

B.A. from Alipurduar College, affiliated to North Bengal University. 2003 – 2007

I hereby declare that all of the above information and facts are true to the best of my knowledge and belief.

**Place:**

**Date: Debasish Paul**