SUPRIYA

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# ABOUT MYSELF

I'm a dedicated and result driven individual currently working at Infosys Limited, Pune. I am highly effective communicator with ability to build long-term relationships with my colleagues by establishing a high level of confidence and trust.

# SKILLS

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| --- | --- |
| **CRM** | Salesforce |
| **Programming Languages and APIs** | Apex, Aura (Basic) |
| **IDE Environments** | Apex data loader, Salesforce.com, workbench |
| **Cloud** | Sales, Service |
| **Database** | SQL, SOQL, SOSL |
| **Software and Tools** | Jira, HP Service Manager, Microsoft Word, Microsoft Excel, ServiceNow |
| **Development Methodologies** | Agile |

**WORK EXPERIENCE**

**Senior Associate Consultant** June 17, 2019 - Present

Infosys LTD. Pune, India

## Associated Projects:

1. **Salesforce Administrator July 2019 - Present**
	1. Worked with **AT&T**, a telecommunications company, to setup their business around Salesforce CRM. Responsibilities as a Salesforce administrator:
* Having knowledge on Salesforce Setup Menu, Configuration, Custom Application Development, Administration and Data Migration.
* Working extensively on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Cases, Leads, Campaigns, custom objects, Reports and Dashboards.
* Creation and maintenance of Users, Roles, Profiles, Permission Sets and Public Groups.
* Design, development and maintenance of Custom Objects, Custom Fields, Page Layouts, Compact Layouts, Record Types, and various advanced fields like Picklist and Custom Formula Fields.
* Development and maintenance of Field Dependencies, Workflow Rules, Process Builders, Field updates, and Email generation.
* Experience in documenting and maintaining business, functional, and/or technical requirements.
* Involved in Salesforce Deployment Process and used tools like Change Sets and Force.com IDE
* Working on data manipulation with the use of SOQL, SOSL with consideration of Governor Limits.
* Troubleshooting issues and analyze and resolve difficult problems quickly with keen attention minute details.
* Design of security and sharing rules at object, field, and record level for different users at different levels of organization and creation of various profiles and configuration of permissions based on the organizational hierarchy.
	1. Worked with **Novartis**, a global healthcare company based in Switzerland that provides solutions to address the need of patients.

Responsibilities as a **Salesforce Analyst**:

* + - Provide Tier 1 user support and escalate/manage unresolved issues.
		- Perform formal user acceptance testing and Proficiency with Salesforce Data Loader
		- Clearly understand change requests, the assumptions, the dependencies and the constraints and translate them into requirements and solutions
		- Maintain all objects, layouts, fields, etc. to keep CRM current and user friendly and Complete bulk imports of data.
	1. Working with **INMARSAT**, a British satellite telecommunications company offering mobile services. It provides telephone and data services to worldwide.

Responsibilities as a **Salesforce Analyst**:

* + - Coordinate with developer resources to resolve technical issues and implement solutions.
		- Proficiency with Salesforce Data Loader
		- Responsible for maintaining the functional areas of data management, contacts, cases, quotes, products, opportunities and orders
		- Worked on combination of Opportunity Management or Quote Management
		- Assist in the coordination of and completion of Registration Form User Acceptance Testing, providing timely critical feedback and/or guidance to our internal Development Teams
		- Stay current with new Salesforce releases and best practices.
		- Worked in Rotation Shift
		- Engage with Scrum team and Product Owner for suggestive areas of improvement.
		- Create documentation of business rules/transformations/issues and resolutions(Knowledge Articles).

**Assistant System Engineer** October 13, 2016 – June 11, 2019

TATA Consultancy Services LTD. Hyderabad, India

## Associated Projects:

**Salesforce.com Administration December 2016 – June 2019** Worked with **AlignTech**, a global health service company, to setup their business around Salesforce CRM. Responsibilities as a Salesforce developer:

## Configuration & Customization:

* Worked on creation and management of Profiles and Permission set.
* Worked on creation of objects, fields, validation rules based on the business needs.
* Created various reports and dashboards based on the requirements specified by the business users.
* Worked on On-boarding/Off-boarding of business users in Salesforce (User Creation/De-activation).
* Worked on Sales and Service Cloud and managed tickets and did follow-up on them.
* Diagnosed and escalated tickets to Salesforce Administration and developers.
* Escalate unresolved issues to the next level of support team.
* Supported and participated in QA testing activities such as writing test cases and implementing them.
* Designed and developed a solution to follow up and convert the consumers (Leads) coming from various sources by routing them to the related Team and follow-ups through calls and emails.
* Designed and developed a credit approval process based on the quarterly budget of the Sales Managers based on the region.
* Implemented and maintained reports, dashboards, and processes to continuously monitor data quality and integrity.

# EDUCATION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree** | **University/Institute** | **Place** | **Passing Year** | **Marks/ Grade** |
| **Bachelor of Technology** (Information Technology) | Truba Institue of Engineering and Information Technology(TIEIT) | BhopalMadhya Pradesh | 2016 | 80.03% |

**Awards / Appreciations / Achievements**

* Performance Award, for taking special initiatives in Information Security activities. March 16, 2018
* Appreciations for organizing Rio Information Security activities. August 20,2018
* Award for excellence team award for team building activities. December 5, 2019
* Appreciations for completing user stories on time. September 13, 2020

# Interests

Dancing Web surfing

# PERSONAL DETAILS

Painting Playing Guitar

Father’s Name: Mr. Ajay Kumar Singh Marital Status: Single

Birthday: July 30th, 1994 Nationality: Indian Gender: Female

# Declaration

I, Supriya Kumari, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Supriya Kumari June 07, 2021