**** **SAMRUDDHI KOHAT**

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| Contact No. | : | (+91) 9096443357 |
| Email ID | : | [Samruddhi142@gmail.com](mailto:Samruddhi142@gmail.com) |
| <https://trailhead.salesforce.com/me/skohat> | | |

**PROFESSIONAL SUMMARY:**

**4X Salesforce Certified Practitioner and Ranger** looking forward to utilize the skill set to design and deliver optimal solutions addressing client requirements and project management. Experienced in developing business processes and system solutions on Salesforce using OOTB and custom approaches.

**CERTIFICATIONS/ TRAINING:**

* **Salesforce Certified Administrator**
* **Salesforce Certified Pardot Specialist**
* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Platform App Builder**
* **Certified Six Sigma Yellow Belt.**
* **Certified Agile Developer**
* **Certified Kanban Practitioner**

**EXPERIENCE SUMMARY:**

Total experience: **8** **years**

**EMPLOYER DETAIL:**

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| **Dates** | **Organization** | **Designation** |
| 17 Feb 2020 – Till date | **Infosys Ltd.** | Technology Lead |
| 18 Mar, 2019 – 31 Jan 2020 | **HCL Technologies LTD** | Technical Lead |
| 03 Oct, 2016 – 22 Feb 2019 | **Infosys Ltd.** | Technology Lead |
| 21 Dec, 2015 – 31 Sep, 2016 | **Dell International Services** | Software Dev Analyst |
| 03 May, 2013 – 30 Nov, 2015 | **Tech Mahindra LTD.** | Software Engineer |

**EDUCATION:**

* **Bachelor of Engineering** in **Information Technology** from Dr. Babasaheb Ambedkar College of Engineering & Research with **aggregate 67%**.
* **HSSC** Passed with First class, [**72.17%**] from [New English Junior College, Mahal] in February 2008.
* **SSC** Passed with First class, [**89.06%**] from [Somalwar High School, Ramdaspeth] in March 2006.

**TECHNICAL KNOWLEDGE:**

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| CRM Tools | **:** | **Salesforce CRM, Point and Click Method, Reports and Dashboards, Lightning App Builder, Lightning Flow, Pardot Implementation** |
| Programming Languages | **:** | **Apex, Triggers, Visualforce, SOQL, SOSL, PL/SQL, Shell Scripting, Salesforce DML** |
| Databases | **:** | **Oracle 11g, Sybase 12.5** |
| Operating Systems | **:** | **Windows, UNIX** |
| Tools | **:** | **Salesforce Dataloader, Visual Studio Code, Salesforce CLI, Toad, Putty** |
| Ticketing Tools | **:** | **Salesforce Service Cloud, ServiceNow** |
| Scheduling Tools | **:** | **Cron, Autosys** |
| ETL Tools | **:** | **Informatica Powercentre 9.1.0.0** |

**PROJECT DETAILS:**

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| **1** | Title: | **Duke Energy Maintenance Project** |
|  | Client: | **Duke Energy** |
|  | Role: | **Project Manager** |

**Responsibilities:**

* CRM Project planning, team co-ordination and solution delivery.
* Preparing/Leading proposals and estimations in order to win the deal and successful execution of the project.
* Provide input on delivery aspects of the project to limit the financial risk to the organization.
* Prepare resource plan including people, space and infrastructure to fulfill project resource requirements.
* Project quality planning and maintenance.
* Drive business requirement gathering workshops discussion at client location.
* Prepare business requirement specification documents.
* Fit/Gap Analysis and translation to high level solution design.
* Provide inputs on solution architecture based on evaluation/understanding of solution alternatives, frameworks and products.
* Interact with clients to elicit solution architecture and non-functional requirements like performance, scalability, reliability, availability, maintainability.
* Work with cross work streams, and determining solution design impacting the core frameworks and components of the overall system architecture.
* Proposal Response, Proof of Concept (POC)/ Point of View (POV), Package Evaluation, Solution Architecture and Data Modelling, Prepare estimations, implementation plan and for road map delivery execution.
* Responsible for Engagement Level Key Performance Indicators within the project.
* Active engagement in Implementation of ITSM tool functionalities in Service Cloud.

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| 2 | Title: | **Legacy PnL Apps Migration to Salesforce** |
|  | Client: | **Citibank** |
|  | Role: | **Technology Lead** |

**Responsibilities:**

* Managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations
* Maintain security at organization, object level, record level and field level security using profiles, sharing settings, roles and public groups.
* Working with management, strategic planning & analysis staff and end-users to create and manage complex workflow rules, data validation.
* Develop and create customized reports and dashboards.
* Data Management – Using Data Loader.
* Technical support, daily administration and support of Service Cloud and Sales cloud.
* Creating and maintaining documentation on processes, policies, application configuration and help related materials for users as per application development.

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| 3 | Title: | **GFIT IMO** |
|  | Client: | **UBS** |
|  | Role: | **Technology Lead** |

**Responsibilities:**

* Active engagement in Incident Management, ensuring timely escalation to senior production support management.
* Responsible for Engagement Level Key Performance Indicators within streams
* Assist in serious Incident Management, Command & Control during Critical business times and during BCM weekends within Streams in co-ordination with RTCs.
* Driving and tracking Service Improvement programs within stream.
* Ensure data quality of all tickets entered in SNOW.
* Shift rotation Leave management and People management.
* Active engagement in migration of Change Management and Problem Management processes to Service Cloud Salesforce.

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| 4 | Title: | **GFIT IBBC PnL** |
|  | Client: | **UBS** |
|  | Role: | **Subject Matter Expert** |

**Responsibilities:**

* **Being an onsite coordinator (Singapore Team),** main responsibility was to act as a liaison between business, stakeholders and offshore team.
* Act as 'production gatekeeper' for Development, ensuring production stability
* Diagnose problems, define and co-ordinate the implementation of solutions individually and with other global group members.
* Develop a broad knowledge and understanding of technology and business-related items in order to identify and priorities issues and their solution.
* Other activities were Business Continuity Management, Infrastructure upgrade planning, Crisis management for major incidents, Incident and service request handling, KA and PR management, Change Management, Team governance.

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| 5 | Title: | **SFW\_FLOW\_WS\_NONASPICIO\_SUPPORT** |
|  | Client: | **British Telecom UK** |
|  | Role: | **Subject Matter Expert** |

**Responsibilities**:

* Impart technical support and coordinate with respective components, development and E2E design teams and clients on critical.
* Interact with the customers and provide effective solutions to the requirements and quickly resolve critical issues in minimal time.
* Service request and Incident handling, Automation for various issues.
* Identification of potential areas for incident/SR, manual effort reduction and increase in CT.

**ACCOLADES:**

* **ECAS ELF Top Scorer Award for GOLD ratings** for GOLD RATING from client for consecutive four quarters for FY20-21.
* **ECAS Project Excellence award, Sep 2020** for improvements in Duke Energy project management.
* **ECAS Gracias award, Sep 2020** for enhancement of Case management process and SLA improvement.
* **UBS Zenith award at UBS-Infosys, Feb 2018 for GFIT IMO Service improvement ideas.**
* **Valuable Team Player award at UBS-Infosys, Sept 2017** for timely resolution of critical issues.
* **Pat on the Back Award** at **Tech Mahindra LTD, July 2015** for excellent performance inManaged Number Portabilityarea for resolving major customer impacting issues in a short span of time.
* **Associate of the Month** **Award** at **Tech Mahindra LTD, March 2014** for clearing maximum exceptions, service requests and Incidents in a short span of time.
* **26 E-Cards** from Customers at **British Telecom** for quicker and effective resolution of issues.

**PERSONAL DETAILS:**

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| Date of Birth | : | **15 Feb 1991** |
| Passport No. | : | **U3625835** |
| Marital Status | : | **Married** |