PAYEL GANGULY

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SUMMARY

Currently working as a Technology Analyst with 4 years of experience in Customer Relationship Management, having worked on Salesforce Sales Cloud and Cloud sense CPQ. I have good working knowledge in Salesforce Sales Cloud, Configuration related changes, Lightning web component basics, basics of Integration, flows, Scripting using Apex code, test classes and JavaScript. Also have working experience in Siebel CRM. Salesforce certified Administrator (Credential 23062753)

CAREER OBJECTIVE

To achieve career growth through a continuous learning process and keep myself dynamic, visionary and competitive with the changing scenario of the world. To work in a challenging environment that provides generous opportunities for learning.

SKILLS

- **SALESFORCE SALES CLOUD**
  - Configuration in Salesforce.com
  - Lightning web components basics
  - Apex Code and Test Classes.
  - JavaScript.
  - Basics of Integration

- **CLOUDSENSE CPQ**
  - Configurations related to the Product to Order journey using Cloud sense.
  - Basket Journey in Solution Console.
  - Orchestration Processes involving creation of Order.

- Quote and Contract document generation using DocuSign
- Git Hub and Bamboo
- Copado
- Oracle SQL 11g || SQL DEVELOPER
- Postman
- Workbench
- DataLoader
- Jira
- VS Code
- Soap UI
- HPQC
- Apigee
- Okapi
- Siebel CRM

EXPERIENCE

Company | Infosys Ltd| **July 2020 – PRESENT**
Designation | Technology Analyst
Project Title | Telstra Corporation Ltd.
Client | Telstra Corporation Ltd.
Project Duration: July 2021 – Present

Team Size: 30

Responsibilities:

- Have good experience in Telecom domain and Customer Relationship Management.
- Developing user stories in Salesforce and Cloudsense platform.
- Doing deployments while moving objects from dev to test environments using Bamboo.
- Working on fixing reported defects.
- Working in close association with other teams for maintenance of legacy system as well as building and developing new functionalities as per new enhancements.
- Interaction with the business users to understand the reported issues and guiding them to resolution for the same via application-level changes or code fixes.
- Customization using Salesforce for enhancements.
- Worked on Sales cloud and have proficient knowledge on Account, Contacts, Opportunity, Quote, Contract and Orders.
- Have worked exclusively on Product Basket Journey in Solution Console and also on the order generation process.
- Identifying changes to be applied at database level in projects based on requirements.
- Have assisted testers in SIT, UAT testing and post deployment sanity.
- Responsible for Unit testing to remove defects in the enhancement process thereby improving quality and performance and which also helped to reduce the gap between the requirements.
- Proactive in solving defects and meeting the deadlines.
- Have actively given working demo to Clients.

Achievements:

- Received 'Insta' award in the month of June'21 for continuous effort towards resolution of assigned user stories within deadlines.

- Client Appreciation received from Telstra.

Company | Tech Mahindra Limited |**APRIL 2018 – JUNE2020**
Designation | Software Engineer
Project Title | SUMERU
Client | Vodafone Idea Limited
Project Duration: May 2018 - March 2020

Team Size: 40

Responsibilities:

- Have good experience in Siebel Power Communications.
- Worked on various demands as per customer requirement and provided support in all the phases from development to production delivery.
- Responsible for new CR developments.
- Interaction with the business to understand the requirement and convert the same

technically.

- Customization using Siebel Tools.
- Extensively worked on EAI requirements based on Web Services and also worked closely with EAI team for validation of Sample XML's for online environment.
- Worked on preparing the unit test cases and Design Documents (HLD and LLD).

Achievements:

- Received 'Bravo Award' at Tech Mahindra for delivering the business requirements ahead of the scheduled timeline and delivering complex demands with quality.

EDUCATION

Level	Board/University	Stream	School/College	Year of passing	% Marks
Graduation (Bachelor of Technology)	MAKAUT	Electronics and Communication Engineering	MCKV Institute of Engineering (Kolkata,WB)	2017	77.98
Senior Secondary Education	Council for the Indian School Certificate Examinations (ISC)	PCB	St. Xavier's School (Burdwan,WB)	2013	85.83
Secondary Education	Council for the Indian School Certificate Examinations (ICSE)	General	Holy Rock School (Burdwan,WB)	2011	92.86

PROFESSIONAL AFFILIATIONS/CERTIFICATIONS

- SALESFORCE CERTIFIED ADMINISTRATOR (Credential 23062753)
- COPADO CERTIFIED ADMINISTRATOR (Credential 012744)

PERSONAL DETAILS

- Gender : Female
- Date of Birth : 26th August 1994
- Marital status : Single
- Languages known : English, Hindi, Bengali
- Strength : Flexible, learning attitude
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