

# Upasana Mohapatra

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## Objective:

Seeking a position to utilize my skills and abilities for the betterment of organization and ready to learn and update skills and fundamentals according to the changing technological and management environment.

## Experience Summary:

7+ years of overall working experience in Information Technology industry in different domains including Financial Services and Manufacturing, Retail, Telecom. Worked with large financial clients based in United States, Australia, Belgium with extensive exposure to SFDC customization and configuration throughout my career. Experienced in Salesforce CPQ, Apttus CLM, DocuSign, Process delivery.

- Expertise in adherence to the SFDC best practices for process implementations in different stages of the development cycle.
- Have been well recognized by clients for the before promised time delivery.
- Have been part of interview panel for L2 interviews.
- Have been part of classic to lightning transition.
- Have customized lightning components.
- Exploring the different features of salesforce that can be implemented directly as per the client requirements.
- Leading a team of experienced developers and driving the development to deployment to customer satisfaction with examples.
- Worked in DocuSign configuration for a financial domain.
- Experience in production support L3.
- Implementations via out of the box functionalities to meet client requirements preferred over the custom development to adhere to the Salesforce recommendations.
- Deployment activities using change sets and working knowledge of any deployment tool.
- Participate in scrum meetings, grooming sessions and all hands meets.
- Defining the solutions with the "customer first" motto for any presented problem.
- Extensively working with business logics and directly involved with the customers for understanding requirements and providing a feasible solution including the RCA to the presented problem statement.
- Providing proper training to the internal team and the customers on the developed product and new changes released by Salesforce.
- Interacting with clients directly for updates, issues, requirement gathering, and integrations matters.
- Working knowledge of different request monitoring tools like Jira, Service Now, Salesforce Cases.

## **Certifications-**

1.     **Salesforce Sales Cloud Consultant Certification**  
      Authority: Salesforce.com
2.     **Salesforce Service Cloud Consultant Certification**  
      Authority: Salesforce.com
3.     **Salesforce.com Certified Administrator Certification**  
      Authority: Salesforce.com
4.     **Salesforce certified Platform App builder**  
      Authority: Salesforce.com
5.     **Salesforce.com Certified Platform Developer 1**  
      Authority: Salesforce.com
6.     **Salesforce certified Einstein Analytics and Discovery Consultant**  
      Authority: Salesforce.com
7.     **Salesforce certified Advance Administrator**  
      Authority: Salesforce.com
8.     **Salesforce certified CPQ Specialist**  
      Authority: Salesforce.com
9.     **Copado Certified Admin**  
      Authority: Copado

## **Awards-**

**Spot Award 2018**

**Ace Award 2019**

**Project Details:**

**COMPANY-** Hexaware

**Technologies**

**DOJ:** November 2017

(Presently working)

**Role:** Technical Lead

**Industry-** Clinical R&D

**Client-** Parexel

**Duration-** 2+ years

**Description-**

The project is for a US based Clinical R&D client for their various data and networks. This included salesforce lightning and Apttus CLM implementation.

**Responsibilities-**

- Team Coordination
- JIRA story assignment
- Requirement gathering and analysis.
- Coordinating with different teams for timely resolution of the issues in hand.
- Solutioning the presented Problems
- Providing proper detailed information of Do's and Don'ts to the developers.
- Client demonstration and SPOC for Salesforce activities.
- Created Lightning ready components for communities and business requirements.

**Project Details:**

**COMPANY-** Infosys Limited

**(Senior Associate Consultant)**

**DOJ:** April 2017

**Project Title-** Excite program

**Client-** Telecom

**Role-**Senior Associate Consultant

**Description-**

The project was for a Belgium based telecom client for their various products and networks. This included salesforce and CPQ implementation.

**Responsibilities -**

- Designing the system in accordance with the client requirements.
- Requirement gathering and analysis.
- Coordinating with different teams for timely resolution of the issues in hand.
- Providing better solutions and trying to achieve maximum functionality by Out of the Box approach.
- Providing proper detailed information of Do's and Don'ts to the developers.
- Daily Collaboration calls.

**COMPANY-Wipro Technologies**

**(Developer/Associate consultant)**

**DOJ:** November 2012

**Project Title-**Origin

**Client-**Energy & Retail

**Role-**Associate Consultant

**Duration-** 6 months

**Description-**

Origin Energy was an Australian client. The company sells various electronic systems e.g. Air-conditions and help customers if they face any problems. We used to design and configure according to the needs of the client.

**Responsibilities -**

- Designing the system in accordance with the client requirements.
- Coordinating with different teams for timely resolution of the issues in hand.
- Daily Collaboration calls.

**Project Title-**On-Boarding Automation

**Client-**Wipro Internal.

**Role-**Associate Consultant

**Tools/Technologies-**Visualforce, Apex Class, Apex Triggers, workflows, test classes, approval process.

**Description-**

The main purpose with this automation project is to reduce the total number of support volume tickets that rises due to "User" concerns of activation and deactivation of other users. Using this tool, the system admin can now follow the basic activation/ deactivation process by following their custom approval flow. Thus this will reduce around 50 % of the total support tickets.

**Responsibilities -**

- Requirement Analysis
- System Development and bug fix.
- Code Analysis as and when required to get root cause of an incident.
- Writing apex classes, triggers, test classes.
- Configuring the processflow.

**Project/Client-**Apttus Product Engineering

**Role-**Developer L2

**Tools/Technologies-**Apex Triggers, TestClasses, Workflows, Apttus CPQ, X-Author for excel

**Duration-** 6 months

**Description-** Apttus is one of the leading Quote-to-Cash (QTC) software provide. It provides different SFDC based tools like the CPQ (Configure Price Quote), CLM (Contract Management), X-Author for excel tools to maximize the sales productivity.

**Responsibilities -**

- Used Data Loader for different activities using X-Author
- Participate in daily standup meetings
- Writing test classes for different Apex.
- Triggers, Apex classes.
- Developing workflows and time-based actions to meet different client requirements.
- Daily reporting with Project Manager and customer.

**Project Title-**Recipe Management System

**Client-**Philips

**Role-**Developer L2

**Tools/Technologies-**Visualforce Pages, Unit Testing, Apex Classes, Apex Triggers, Test Classes, Unit Testing.

**Duration-** 8 months

**Description-**

Have worked on different modules of an existing application for the Philips Airfryers system. The main purpose was to enable the client to add more flexibility in terms of adding recipes and using them whenever required.

**Responsibilities -**

- Configuring different page layouts in accordance to the defined record types.
- Writing validation rules to meet different business requirements.
- Developing Visual Force pages to meet custom design as requested by the customer.
- Writing Apex Classes, Apex Triggers, Test classes for the completion of different requirements.
- Unit testing different modules to mark a task as completed.

- Daily sync up calls between the onsite and the offshore team.

**Client**-Banking and Finance

**Role**-Developer L1

**Tools/Technologies**-Case management with Email to Case, Web to Case, Workflows, Visualforce pages, Page layouts, validation rules.

**Description**-

Online payment processing solutions.

**Responsibilities** -

- Developing POC's for different possible solutions in hand.
- Configuring different page layouts in accordance to the defined record types.
- Writing validation rules to meet business requirements.
- Configuring Email to Case and Web to Case as a method of case capturing.
- Unit testing different modules to mark a task as completed.
- Updating Rally to track progress of different work items.
- Daily sync up calls between the onsite and the offshore team.

**Project Title**- BOLT

**Client**- Banking and Finance

**Role**- Developer L1

**Tools/Technologies**-Workflows, Visualforcepages, Pagemlayouts, validation rules, DocuSign.

**Description**-Online customer onboarding process.

**Responsibilities** -

- Developing POC's for different possible solutions in hand.
- Configuring different page layouts in accordance to the defined record types.
- Writing validation rules to meet the business requirements.
- DocuSign fore-signatures.
- Internal knowledge sharing sessions within the practice and worked as SME for all the DocuSign related issues.
- Unit testing different modules to mark a task as completed.
- Updating Rally to track progress of different work items.
- Daily sync up calls between the onsite and the offshore team.

**Skills:**

- Very good communication skills.
- Team coordination and communication
- Process oriented.
- Ability to lead team.
- Ability to provide adaptable solutions.
- Capable to reach client requirement considering timeline and technical requirement
- Quick adaptability and learning capacity.
- Ability to communicate effectively with the team members and client.
- Capacity to work individual or in team and take responsibility.
- Experienced in interaction with higher management in satisfactory level.

**Technologies/Tools Used:**

- Salesforce Customization and Configuration
- Apttus CLM (configuration and customization)
- Salesforce CPQ (Beginner configuration)
- Salesforce Lightning
- Salesforce Einstein Analytics
- DocuSign (configuration expert)
- GearSet
- Adobe e-signature (configuration expert)
- Data Loader
- Apttus QTC
- Salesforce Workbench
- Jira
- LinkedIn Sales navigator
- Qualtrics survey data mapping Salesforce (expert in data mapping/ rollback)
- Zymewire
- Assyst (Support Ticketing tool)
- Demand Tool

**Education:**

- M.S Information Technology from VIT (Vellore Institute of Technology, Chennai) as a part of Work Integrated Program with Wipro.
- BSC Biotech from MITS College under Utkal University.

**Personal Information**

- Birth Date: 11th September 1990
- Gender: Female
- Nationality: Indian
- Languages Known: English, Hindi and Oriya