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**Sidhartha Panda**

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**Career Objective:**

4 years of relevant experience in large scale Salesforce implementations Strategically-minded Salesforce Administration/BA expert capable of working independently and as a part of diverse team to customize Salesforce.com environment. Organized and logical professional able to quickly yet concisely understand departmental and organization objectives towards development of data provisional solutions.

**Professional Summary:**

• Overall 7 years of IT experience and 4 years of relevant experience in Salesforce Administrator/BA, Configuration, Support and QA.

• Strong experience in Salesforce Administration with ADM201 certification.

• Experienced in working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.

• Experienced in Scoping Phase, Gap Analysis, Testing, and Implementation Phase.

• Strong Requirements gathering experience and preparing functional documents like Use Cases, Software Requirements Specifications (SRS).

• Testing and QA of enhancements/changes for Salesforce CRM apps using sandbox.

• Managed ongoing support request and administrative needs of users and Configuration and administration of Salesforce.com.

• In-depth understanding of CRM business processes like Campaign/Lead/Opportunity/Account Management, Case Management.

• Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, and Service Console in Classic as well as in Lightning Platform.

• Proven experience building components of a Salesforce system in the effort to support core business processes, including daily administration and support of Salesforce, including configuration updates to security, OWD, Permission Sets, profiles, roles, fields, complex workflow rules and Process Builder, Visual Workflow and validation rules.

• Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, fields, pick lists and page layout customization to support vital business functions.

• Experience in data migration from Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard.

• Hands-on experience in SOQL, SOSL queries as well as DML operations using Workbench.

• Created and maintained reports, dashboards and views that enable effective business decisions.

• Working with Business owners to capture requirements in delivering solutions in an agile environment and Support the scrum team in upholding Agile standards and processes.

• Work as a knowledgeable liaison between technical teams, testing teams and business stakeholders in delivering business critical solutions and obtain a good understanding of product functionality and dependencies.

• Developing and maintaining essential documentation: functional specifications (user stories, use cases, depending on the assignment), design documentation for building solutions in Salesforce classic and lightning platform.

• Strong knowledge in testing concepts like Sanity, Real, Regression and Final Regression.

• Strong experience in Requirements gathering and preparing Test Plan, Test Scenarios and Test Cases.

**Technical Skill Set**

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| **Salesforce** | Salesforce CRM, Salesforce Configuration, Service and Sales Cloud. Process Builder, Visual Flow, Data Loader, Workflow & Approvals, Reports, Security, Fields & Relationships, Einstein Analytics, Data Set , Data Flow, Data Builder. |
| **QA** | Requirements Analysis, Black Box Testing, User Acceptance Testing, Test plan Design & Development, Writing Test cases, Executing Test Cases , Defect Logging |
| **Tools** | Data Loader, Change Set, Workbench, MS-Office, SVN, Jenkins, ,I-report 5.5.0 ,Toad 9.0.1,Maven,Tortoise SVN, Changesets |
| **Languages** | SQL, HTML, CSS, SOQL , SOSL |
| **Operating System** | Windows XP, Windows Vista, Windows 7, Mac, Unix, Android, IOS. |
| **Bug Tracking Tools** | JIRA,I-TRACK,TDP, HP- ALM, Zephyr |
| **Databases** | Oracle, SQL Server 2014 |

**Academic Qualifications**

• Bachelor in Technology inElectrical and Electronics Engineeringfrom College Of Engineering Bhubaneswar Orissa BPUT.

• 12thfrom Govt. Autonomous College Rourkela, Orissa Board of Higher Secondary Education.

• 10thfrom Chinmaya Vidyalaya Rourkela, Orissa Board of Secondary Education.

**Professional Work Experience**

• Currently working in Tech Mahindra, Pune, since Aug’18 to till date.

• Worked with Enterprise Systems Solutions Pvt Ltd, BBSR from Jan’16 to Aug’18.

• Worked with TCG Digital Solutions Pvt Ltd, Kolkata from Feb’14 to Jan’16.

**Projects Worked On**

**Project #3 :** Salesforce Implementation forCustomer Service for Financial Organization

**Technology Used :** Salesforce Service Cloud, Service Console in Classic as well as in Lightning Platform

**Duration :** Aug’18 – present

**Responsibilities:**

• Interacted with various business team members to gather the requirements and documented the requirements.

• Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.

Participated in Requirement Gathering Sessions & JAD Sessions.

• In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.

• Reviewing the test cases provided by the QA team, and providing feedback.

• Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules, Profiles.

• Designed and deployed the Custom Objects, Custom Tabs, Entity-Relationship, Data Model, Validation Rules, Workflow Rules, Case Assignment Rule, Auto-Response Rules, Page layouts Components, Lookup and Master-Details relationships on the objects and created junction objects.

• Used Data Loader for insert update and bulk import or export of data from Salesforce.com.

• Used change sets to send customizations from one Salesforce org to another.

• Used sandbox for testing and migrated the changes to the production.

• Involved preparing of functional document.

• Preparation of Daily and Weekly Status Reports.

• Worked on Agile and Scrum Methodology.

**Project #2 :** Salesforce Implementation for Energy & Utilities Organization

**Technology Used :** Salesforce Sales Cloud in Classic Platform

**Duration :** Jan’16- Aug’18

**Responsibilities:**

• Study, Analysis and review of Technical Specifications.

• Preparation of Test Cases, then reviewing and Updating Test Cases.

• Responsible for GUI and Functional Testing using Black Box Testing Techniques.

• Involvement in Test Execution, Results Analyzing and Defect Reporting.

• Involved in various level of testing like Sanity, Real, Regression and Final Regression.

• Maintained user accounts, sharing rules, roles, profiles, field level security.

• Worked on extending standard Sales Cloud objects like Accounts, Contacts, Price Books, Products, Users, Campaigns, Leads, Opportunities and Quotes etc.

• Worked with Approval processes, Workflows and sharing rules.

• Used change sets to send customizations from one Salesforce org to another.

• Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.

• Involvement in preparation of Test Scenarios, Cases and Test Data.

• Involved preparing of functional document.

• Preparation of Daily and Weekly Status Reports.

• Worked on Agile and Scrum Methodology.

**Project #1 :** Unified Communication Messaging

**Technology Used** :Dot Net 4.0, Silver light, SQL Server, QMetry, Jira, SQL Server 2008

**Duration** :Feb ’14 – January’16

**Bug Tracking Tool** : JIRA

**Responsibilities:**

• Study, Analysis and review of Technical Specifications.

• Preparation of Test Cases, then reviewing and Updating Test Cases.

• Responsible for Functional Testing and Regression Testing.

• Involved in various level of testing like Sanity, Real, Regression and Final Regression.

• Performed Cross Browser Testing and compatible testing in different OS.

• Involved in back end testing (Data Base) using SQL Server to validate and verify data.

• Involved in the TUI testing for telephony platform to integrate with Voicemails, Fax, and Greetings.

• Responsible for verification of CDR that contains information about each call.

• Involved in testing different types of DTMF responses and end to end IVR responses played according to the DTMF tones inputs.

• Responsible for verification of Final Invoice for each users with respect to the UDR's.

• Defect tracking & Defect reporting using Jira.

• Intimating client on status update daily/weekly basis.

Sidhartha Panda Hyderabad