SUCHISMITA ROY

Sr. System and Business Administrator

BANGALORE, Karnataka

+91.9845059063

suchismitaroy1605@gmail.com

TRAINING & CERTIFICATONS

- Salesforce Administrator, Salesforce Consultant, Salesforce Marketer

SKILLS

- Sales Operation Management
- Salesfoce Administration
- Salesforce Integration
- Tableau BI reporting and Dashboard
- Project Management.
- Admistrative Knowlege on Variours Sales Tools: Marketo, Outreach, Sales Navigator,

COMPUTER PROFICENCY

SFDC	●●●●○
MS Excel	●●●●○
MS Powerpoint	●●●●○
SAP	●●○○○
Tableau	●●●●○

LANGUAGES

ENGLISH	●●●●○
Hindi	●●●●○
Bengali	●●●●○

PERSONAL INTERESTS

- Reading Books
- Educational Development
- Listening Music

PROFILE • ABOUT ME

Having 6+ years of expertise in SFDC Administration, Sales Operation, Agile Methodology,Leadership,Team Management, Jira tool, Tableau reporting.

EDUCATION

Economics, Bachelor of Arts,
Assam University
Assam University
Silchar, Assam

Completed
June 2010

WORK EXPERIENCE

Qubole Inc
Sr. System and Business Administrator
Bangalore, Karnataka

April 2020
- Current

- Currently working as one point of contact(single resource for entire org) for Qubole SFDC
- Collaborating with marketing and sales leaders to standardise business reporting and analytics.
- Ensure seamless integration of any tools with Salesforce, implementing/migrating the data to SalesForce from other systems.
- Creating Required reports and dashboards for sales in Salesforce CRM .
- Increase sales productivity by simplifying processes and implementing new tools.
- Ensure seamless integration of any tools with Salesforce, implementing/migrating the data to SalesForce from other systems.
- Optimizing conversion throughout the funnel, using insight to improve performance and provide reports to inform sales rep, managers, leadership on historical, current, future results (Lead funnel, pipeline growth, win/loss rates, and quota attainment)
- Collaborating with sales reps and marketing to refine lead qualification process, analyze and report on campaign performances with reporting and dashboards
- Maintain regular check-ins with Sales Managers/Sales Representatives and others who contribute to opportunity development to determine how sales opportunities are tracking against plan and identify any problems for internal review and problem solving
- Maintaining Sales tool Data sanitisation.
- Handling end to end Salesforce and other sales tool management.

AbinBev
Principle Analyst(COE SFDC Admin)
BANGALORE, Karnataka

July 2019
- April 2020

- Leaded a Agile project on SFDC data automation, where the BDR can easily log the wins without any hassels.
- Support Sales team on Salesforce integrated application called Sefie.
- Customise and configure the app via salesforce platform as per business requirement
- Facilitate quick win enhancement requirement discussions between business and IT.
- Work with IT to address system bugs and develop workaround solution.
- Develop user test cases and complete user testing, as required.
- Support "war room support" (immediately after major program launch) as well as ongoing support for implemented functionality.
- Daily administration and support including but not limited to managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations
- Working with management, strategic planning & analysis staff and end-users to create and manage complex workflow rules, data validation, and triggers
- Develop and create customized reports and dashboards
- Keeping abreast of new Salesforce features and functionality and providing recommendations for process improvement
- Train new and existing users on how to use database applications
- Salesforce user Training for all departments – Sales, Marketing, Channel, Services and Presales
- Keep application users informed about system functionality and enhancements
- Provide application users with technical support
- Logging and tracking identified system problems through resolution
- Creating and maintaining documentation on processes, policies, application configuration and help related materials for users as database applications are developed
- Assist programmer with the development of technical documentation of existing and future applications

Concentrix Technologies India Pvt Ltd   May 2014
Lead QA   - July 2019
BANGALORE, Karnataka

Lead QA- 2016-2019
Closely works with internal teams in order to achieve the expected quality scores by planning , designing & executing the audits - simple to complex implementations.
Work collaboratively with other departments & business units to execute & validate cases based on system requirements. Quality Reports, Weekly Quality Meetings , RCA – CA & PA, 5 WHY analysis , Fish Bone Analysis, 80-20 Method, Refresher sessions based on top errors, critical errors.
Manage Operational day to day tasks like – targets ,queries , escalations , production , quality, TAT, Reports & Headcount planning.
Working with a team of 15, for day to day business requirement in terms of application. Train agents on product and process(SFDC Admin training), as and when there are NHT batches.
Work closely with Operations and Quality team to design action plans to plug areas of opportunity. Demonstrate innovation in training by carrying floor requirement into classroom training.
Drive key performance metrics related to training.
Evaluate agents on effectiveness and implement corrective actions.

Prepare TNA, publish and execute for 100% closure every month.
Provide quality floor support, feedback, refresher and corrective training.
Acting Team Lead for Operations, in the absence of people managers.

Salesforce Adminstartor 2014-2016

Carrying out Salesforce administrative work such as data entry, list uploading, list cleansing, reports, etc.
Customising the Salesforce platform to meet the company's needs.
Liaising closely with business analysts, project managers and developers in order to ensure that the Salesforce system is managed effectively.
Creating and modifying reports and dashboards.
Working closely with stakeholders to discuss and design new Salesforce enhancements.
Keeping abreast of new CRM technology & innovations.
Maintaining clear lines of contact with all colleagues.
Developing customised solutions to complex IT problems.
Identifying gaps between the businesses needs and standard application functionality.
Documenting the business's needs.
Putting together Salesforce objects, fields, workflows, validation rules and profiles.
Delivering Salesforce training to staff as required.
Executing test plans.
Keeping up to date with procedure amendments.
Handling specific Salesforce duties as assigned by senior management.

Key Accomplishment
Successfully completed the short-term project with 100% quality & efficiency within 3 months (well before the allocated time of 4 months)
Have been appreciated by the Client on quick turnaround, quality & feedback on testing, which helped in completing the project well before the deadline
Able to improve the quality percentage from 80 to 99% with in 3 months via Six Sigma project

DECLARATION

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

Suchismita Roy   Bangalore, Karnataka