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PROFESSIONAL SUMMARY

Ex Infosys, Ex Katalyst(Chicago, USA), American Express Sears as clients

- 5 years of experience implementation and administering cloud based applications using **Salesforce.com**.
- 5 years of experience as Business Analyst in **requirement gathering, requirement analysis, design, testing**.
- Experience in creating **Salesforce** custom objects, formula fields, approval processes, workflows, validation rules, CPQ constraint rules.
- Expertise at administrative tasks such as **User management**, creating **Profiles, Roles** and **Permission Sets, Workflow, Tasks** and **Events, Email notification** and **templates, Reports** and **Dashboard**.
- Experience in implementing Apttus CPQ and CLM products for fortune 500 Clients.
- Experience in developing and maintaining **validation rules** and **custom workflow**.
- Experience in creating **Functional Requirements Documentation**.
- Business applications implementation experience using **Agile** and **Waterfall** methodologies.
- Extensive experience in implementing **Cloud** based applications and portals.
- Experience in translating business processes into **Custom Objects** and creating **Look-up relationships** and **Master-detail relationships**.
- **Process Builder, Workflow and Approval Process** to automate the business Process.
- Working with **Sharing Rules, Permission Sets and Roles and Hierarchy**.
- Worked on **Deployment** tools from the Dev sandbox to Production using **Anthill**.
- Experience in deployment of Salesforce custom objects, apex class, custom reports and dashboards using changeset.
- Extensive experience in using **IBM-Rational ClearCase, RTC, HP - Application Life Management tool (ALM), ServiceNow** and **Remedy**.
- Experience working with .NET technologies.
- Experience working with Java technologies.
- Have worked with project management tools such as **Microsoft Project** to create project plans, milestones, risk analysis, and responsibilities.
- Ability to adapt to any environment such as working with small or large groups or independently and excellent communication skills.
- Proficiency in programming languages and databases such a **Java, .Net, Java script, HTML, J2EE**.

EDUCATION:

Bachelor in Computer Science & Engineering

TECHNICAL SKILLS:

Salesforce.com, Apttus CPQ, CLM, HP-ALM, IBM – Rational ClearCase, ServiceNow, Remedy, ANT.

Work Experience

Role: Business Analyst/CPQ Salesforce Administration

Location: Katalyst Technologies, Chicago ,IL

Jan 2016 to July 2016

Project 1: Huntsman: For 50 years, our employees have been using science and ingenuity to create innovations that play a critical role in the everyday lives of many millions of people. As a global chemicals company, Huntsman's work forms the building blocks for countless consumer and industrial products that are part of your everyday life.

Client- Huntsman

Roles Description: I worked as Business Analyst and as Salesforce CPQ Admin to gather, analyze and document the requirements from the Business representatives and co-ordinate with the development team and other integrated system owners to ensure all requirements are implemented.

Responsibilities:

1. Requirement gathering from Client, creating Functional Requirements document from Client's problems statements.
2. Validating Solution Design Document to make sure all requirements are covered in the Design document.
3. Salesforce CPQ administration – managing Products, creating Product Groups, Attributes, Constraint Rules.
4. Creating and Managing Pricing.
5. Creating and Managing Quote Approval process using Salesforce Approval process.
6. Created Product Catalog to categorize Equipment, Products features for comparisons, product attributes etc.
7. Worked in guided selling and discount rules.
8. Worked on Product's Pricing, Attribute based pricing, tier pricing etc.

Accomplishments

Successfully deployed, maintained and administered Sales Portal/Application using CPQ

Environment: Salesforce.com, Apttus.

Location: Katalyst Technologies, Chicago ,IL

October 2015 to Jan 2016

Project 1: Komatsu Heavy Equipment Sales Management Application: This is a Cloud based application build on Salesforce that stores and maintains Komatsu's Equipment used by Dealers and Sales Agents for Sales and Renewals of equipment. The application allows Sales professionals to configure products, offer discounts to customers based on their ratings, provide pricing of products and guided selling , thus helping the company to ensure effective and profitable business with their customers.

Client- Komatsu Equipment Company

Roles Description: I worked as Business Analyst and as Salesforce CPQ Admin to gather, analyze and document the requirements from the Business representatives and co-ordinate with the development team and other integrated system owners to ensure all requirements are implemented.

Responsibilities:

1. Requirement gathering from Client, creating Functional Requirements document from Client's problems statements.
2. Validating Solution Design Document to make sure all requirements are covered in the Design document.

3. Salesforce CPQ administration – managing Products, creating Product Groups, Attributes, Constraint Rules.
4. Creating and Managing Products Pricing using various Pricelist based on the currency types.
5. Creating and Managing Quote Approval process using Salesforce Approval process.
6. Created Product Catalog to categorize Equipment, Products features for comparisons, product attributes etc.
7. Worked on Product's Pricing, Attribute based pricing, tier pricing etc.
8. Created various profiles as per business requirements and configured their permissions based on the organizational roles and requirements.
9. Created Formula Fields, Roll up summary fields, validation rules, dependent picklists, and page layouts.
10. Created approval processes for price discount on products and configured the entry criteria, steps that determine sequence of actions and configured the approver.
11. Developed and maintained various validation rules to maintain business rules in various transactions.

Accomplishments

Successfully deployed, maintained and administered Sales Portal/Application using Salesforce.com

Environment: Salesforce.com, Apttus – intelligent cloud Selenium, ANT, Service Now, IBM – RTC (Rational Team Concert), HP- ALM.

Infosys, Pune, India

Nov 2011 to Dec 2012

Project 1: For over 40 years as a trailblazer in the data storage industry, Seagate has followed this elegant and powerful formula. A product you can count on is one that keeps getting high-quality scores over its lifetime — **no matter when it's tested.**

Client- SEAGATE

Roles Description: I worked as Business Analyst and as Salesforce CPQ Admin to gather, analyze and document the requirements from the Business representatives and co-ordinate with the development team and other integrated system owners to ensure all requirements are implemented.

Responsibilities:

1. Requirement gathering from Client, creating Functional Requirements document from Client's problems statements.
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6. Created Product Catalog to categorize Equipment, Products features for comparisons, product attributes etc.
7. Worked on Product's Pricing, Attribute based pricing, tier pricing etc.

Environment: Apttus CPQ

Location: Infosys, Pune

American Express, Pune, India

Jan 2011 to Nov 2011

Role: Business Analyst / Salesforce Administrator

American Express Company (AMEX), is an American multinational financial services corporation headquartered in Three World Financial Center, Manhattan, New York City, New York, United States. The company is best known for its credit card, charge card, and travelers cheque businesses.

The aim is to implement an online CRM system which will support the end to end processing of new merchant leads and suppression leads for the Merchant Acquisition team for American Express.

Roles & Responsibilities:

- Provided recommendation and designed the **Best Solutions** for implementing new business ideas.
- Worked on Salesforce.com **Standard Objects** such as **Accounts, Contacts, Opportunities, Campaigns, Cases, solutions.**
- Created **Page Layouts** to organize **fields, custom links, related lists**, and other components on record pages.
- Implemented various advanced fields like **Picklist Fields, Master-Detail Fields, Custom Formula Fields**, and defined **Field Dependencies** for custom picklists fields.
- Performed other administrative tasks such as managing **Accounts, Contacts** and **Cases**, setting **workflows** and **approval process** for approving new accounts and other business processes.
- Created and maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
- Customized Salesforce.com **User Profiles** by setting **Standard** and **Custom objects layouts, Custom App, Field-level Security, Permission Sets** for client services and marketing.
- Worked in different **sandboxes** using **Change Set**.

Location: Infosys, Chennai

Project 2: Insurance Agents/Agency Portal - The application is Cloud based Portal for Insurance Agents/Agency to add and maintain their information so it can be used in Policy and Claims System. The portal is used by 1500 Insurance Agents across the country.

Client- Allianz

Role: Business Analyst

Location: Chennai, India

October 2010 to January 2011

Responsibilities:

1. Requirements Elicitation and managing Sprints.
2. Participated in sprint planning, sprint reviews, daily scrums, developed the product backlog along with Product Owners and testing.
3. Worked for an application managed services project which involved enhancement, maintenance and production support of a legacy Insurance Agent's application.
4. Requirement gathering, prototyping, preparation of UI specifications.
5. Identified the features, capabilities and controls feasible for the application, designed the initial prototypes to be presented to the client.
6. Supported day to day business operations of the application users.

7. Supported Software Development Life Cycle management using HP- Quality Center, VersionOne.
8. Estimated requirement for cost and project schedule.
9. Functional analysis, configuration and application testing in UAT.
10. Conducted training for newly joined Adjuster and Claims Staff on Enhancements and Application features.
11. Investigated Production tickets and provided quick resolution of tickets.

Environment: Salesforce, HP- ALM

Location: Infosys, Chennai

Project 3: Sears (officially: Sears, Roebuck & Company) is a chain of American department stores. In terms of domestic revenue, Sears was the largest retailer in the United States until October 1989, when it was surpassed by Walmart. It is the fifth-largest American department store company by sales as of October 2013 (behind Walmart, Target, Best Buy, and Home Depot), and it is the twelfth-largest retailer in the country overall. It operates divisions in Canada and Mexico, among several subsidiaries within its brand.

Client- Sears

Role - ASP.NET MVC Developer

Location: Chennai, India

October 2009 to October 2010

Responsibilities:

1. Microsoft Professional with one (1) years of professional experience in analysis, design, testing and implementing Object Oriented Programming Concepts (OOPS), Service Oriented Architecture (SOA) based Applications, client-server applications, N-tier applications, and Windows Services based applications.
2. Experience in C# 4.0, VB.NET 10.0, ASP.NET MVC, ASP.NET 3.5/4.0, LINQ, Ajax, SQL Server 2008.
3. Designed Applications using UML and Use Cases and Design Patterns, Agile Methodologies.
4. Managed software project life cycle (requirement analysis, Functional/Design Specifications, HLD, LLD & Test plans designing).
5. Experience in developing applications using ASP.NET MVC, ASP.NET Web Forms and LINQ
6. System design and development, Rapid Application Development (RAD) using MVC and MVP patterns with design patterns, code review, release management.
7. Experience in working with divergent technologies including HTML, CSS, and Javascript.
8. Experience in requirements gathering, analysis & re-engineering
9. Ability to perform at a high level, meet deadlines, adaptable to ever changing priorities.