**Manideepa Purkayasth **

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**| Salesforce Administrator |**

**Industry Preference:** IT

**PROFILE SUMMARY**

* ***Salesforce Certified Administrator with approx 4.5 years of experience across IT industry including 1 years of experience in Salesforce.com CRM Platform***
* ***Hands- on experience in Role Hierarchy, Custom Profiles and Public Groups and User Management.***
* ***Extensive experience in analyzing organization processes, converting business workflows into exact Salesforce.com workflows and configuring Salesforce.com to meet business requirements.***
* ***Hands on Experience in creating  Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.***
* ***Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products,Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.***
* ***Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.***
* ***Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.***

**KNOWLEDGE PURVIEW**

***CRM: Salesforce***

***Salesforce Technologies: Workflow & Approvals, Reports, Dashboards, Case Management Automation, Custom Objects, Data Loader***

***Environment:  Saleforce.com platform, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval***

***Data Loader, Force.com Platform(Sandbox and Production).***

**ORGANIZATIONALEXPERIENCE**

***Since Jul’19 with Tech Mahindra, Chennai as Senior Software Engineer***

***Project Details & Responsibilities***

***I am currently working for a project of Mitsui Knowledge Industry(MKI). MKI and Tech Mahindra has a collaboration to develop next generation digital enterprise solution in the Japanese market. Mitsui Knowledge Industry is a wholly owned subsidiary of Mitsui & Co, providing services and products related to ICT(Information and Communication technology).***

***Roles and Responsibilities:***

* ***Administrated and monitored the company’s Salesforce CRM application.***
* ***Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.***
* ***Developed and Customizing salesforce.com application based on the user needs.***
* ***Developed field & page layout customization for the standard objects like Account, contact, Leads.***
* ***Created Reports and Dashboards as per the customer requirements.***
* ***Worked on Record Types, Validation Rules, and Page Layouts.***
* ***Worked on data migration from databases to SFDC using Data Loader.***
* ***Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.***
* ***Created new custom objects, assigned fields, custom tabs, components, custom reports.***

***Environment: Force.com, Apex, Data Loader, Custom objects,SOQL Record Types and its Relationships, Roles Security Controls,Business Logics.***

**Jul’17-Jul'19 with BNY Mellon Technology India, Chennai as Senior Analyst**

**Project Details & Responsibilities**

* ***GAMO - Coordinated with the GAMO Team; executing identity & access management activities (User Management).***
* ***In Identity and Access Management, I am able to work with application teams and assist in implementing and tuning services that are reliable, available and performing.***
* ***Creating the User access and Termination( Revocation).***
* ***Working on remedy tool (ITSM); coordinating with Business Solution Team for system owners and other IAM colleagues to address audit and regulatory related issues.***
* ***Maintaining SLA of tickets.***
* ***Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.***
* ***Worked on Record Types, Validation Rules, and Page Layouts.***
* ***Priority issues are decided based on impact and emergency. They can range from access issues to server outages to several reasons.***

***PREVIOUS EXPERIENCE***

***Nov’15-Jun’17 with HCL Technologies, Chennai as Analyst***

***Key Result Areas:***

* ***Provided internal security consulting for product development and operations of services across organization***
* ***Administered, investigated, documented and gathered information on data security recommendations to protect***
* ***Coordinated with the GAMO Team; executing identity & access management activities***
* ***Monitored & defined the efficient and cost effective IT solutions that support client business processes and functional requirements for IT projects***

**CERTIFICATIONS**

* ***Salesforce Administrator Certified***
* ***ITIL V4* *Certified***

**ACADEMICDETAILS**

* ***B.Tech. in Information Technology from CVSTU -2015***
* ***12th from Delhi Public School (CBSE Board) -2011***
* ***10th from Delhi Public School (CBSE Board) -2009***

***PERSONALDETAILS***

***Date of Birth:18th December 1992***

***Languages Known: English,Hindi& Bengali***

***Address: B-2014, Narmada Vihar, NTPC Township, Jamnipali, Korba (C.G)-495450***