

Subrajit Satpathy

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**Summary**

* I am currently seeking for the responsible job opportunity to demonstrate my abilities and skills. A job position in your admired organization where I can make use of my technical experience and skills to complete my duties as well add value to the organization.
* I am an IT Professional completing 5 years ample experience in IT in working on Salesforce Administration, Development & SFDC Testing, I have hands on experience SFDC customization, Security Access, Workflow Approvals, Data validation, Sales Marketing, Customer Service and Support. Proficiency in SFDC administrative tasks, reporting, security settings and SOQL queries.
* I consider myself adept for this job position that uses my leadership skills, communication and problem-solving skill for the upskillment of self and contributing to Organization.
* Expertise in Salesforce CRM and Custom applications using Force.com platform
* Experience in Sales Cloud and Service Cloud implementation.
* Experience in functional analysis and writing user stories taking requirement from business user.
* Experience in functionality test and coordinate between teams for implement changes in production.
* Experience working with business processes and documentation.
* Experience to translate the business requirements to functional solutions and work closely with technical and Quality Assurance teams to implement it successfully.
* Hands of experience in Configuring and Customizing the applications on Salesforce platform.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports.
* Experience in Developing Sales force object Query Language and Salesforce Search Language, Triggers, Visual Force, Creation and maintenance of sandboxes in force.com platform.
* Experience in setting up Custom Labels and Custom Settings.
* Execute and maintain system configuration, data loads, setting up and managing security, user permissions, password resets, break/fix instructions and data access.
* Experience in Data management using Apex Data Loader, import wizard, Workbench to maintain the data quality and migration.
* Designed Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, Email generation, Process Builder according to application requirements.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* End to End experience in Creating/Managing users and Organizing OWD, Sharing Rules, Role Hierarchy, Profiles, Permissions, Queues to apply Security Controls.
* Extensive experience in Service Cloud like web to case, email to case assignment rule, auto response rule, live agent, data set, flow, lens, case escalation rule.
* Experience in Batch Processing (Batch Apex) with Scheduling (Manual & Automated).
* Understand the new functionality being added as well as bugs being fixed by the Development team and support sales users.
* **Have good functional knowledge and provide good customer experience through timely and appropriate communication as well as following through till issue resolution.**
* **Having good experience of deployment of new changes using Change set and ant migration tool.**
* **Following agile methodology for good deliveries.**
* **Sound knowledge in lightning.**
* **Involving in Client meeting and implementing the process, based on the client requirements.**
* Having good Analytical, Programming and Problem-Solving Skills with excellent interpersonal skills, team player.

**Education**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Degree | Institute | Board/University | Percentage | Year |
| B.Tech in Electrical Engineering | Indira Gandhi Institute Of Technology, Sarang | BPUT, Odisha | 69.20 | July 2015 |
| 12th | N.C Junior College, Jajpur | CHSE, Odisha | 62.00 | 2010 |
| 10th | Upendra Kumar High School, Jajpur | BSE, Odisha | 84.00 | 2008 |

**Hands On Skillset**

|  |  |
| --- | --- |
| **Skills** | **Details** |
| * Salesforce – Administrator and Testing | * Sales, Service & Marketing cloud operations, Reports & Dashboard etc. Salesforce lightning configuration & component. * Workbench & Data loader - SOQL |
| * Data Analysis | * Compare the data and creating the Data set design |
| * IBM Data Stage – Developer | * IBM DataStage developer |
| * Agile | * Use of Rally |
| * SFDC Testing | * Manual Testing as per the Flow. |

**Employment History**

**Cognizant Technology Solution**

Salesforce Developer

Kolkata, West Bengal

October 2019 - Present

**Project: Takeda Pharmaceutical Ltd.: Salesforce/Veeva CRM**

Takeda Pharmaceutical Co., Ltd. is the largest pharmaceutical company in Asia and one of the top 20 largest pharmaceutical companies in the world by revenue. Here Veeva CRM application is built over salesforce application and using salesforce platform license users. Event management, sample management, call management and various reports created for business process are done over salesforce platform. We are working for the enhancement related developments as per the business requirement. Also we are doing the changes in Veeva vault system as per the business need.

Hands-on experience on SFDC & Veeva CRM system development which includes-

>Configuration setup and changes as per the business requirement.

>Doing the changes in Veeva vault as per the requirement.

>Implementing Veeva event management newly in the system and doing the enhancement as per the business process.

> Changes in code as per the business requirement over Visualforce pages and triggers.

>Create and customized the reports and dashboards.

>Experience in customize Security setting, work flow rule, validation rule, process builder etc.

>Experience in data exporting and importing using Import wizard, Apex Data Loader, Workbench and Salesforce Inspector.

**>**Have good working knowledge in querying salesforce.com database using SOQL queries.

> Experience in use of Change Sets & ant migration tool in deployment.

**TCS**

Salesforce System Administrator

Bhubaneswar, Odisha

October 2015 – September 2019

**Project: Ge Healthcare: SFDC/ Apttus Commex**

Ge Healthcare is doing his business process over salesforce platform. Where Leads are getting converted into Opportunities and both sales and service operation happening in salesforce and various integrations we have. Sales process mainly we are doing in Salesforce and apttus. Apttus CPQ is an application which is built over salesforce platform. We are doing various type of customization in salesforce and apttus as per the business requirement. Me and my team doing the production support where we are fix the bugs in the production. We are working with the end users and fixing their problem, Various types of admin related works & configurations. We are also managing the data quality in the application.

Hands-on experience on SFDC administration and support which includes-  
> Hands-on experience on SFDC administration and development which includes-

Customization of objects, fields, record types, page layouts and validation etc.  
> Managing users, profiles, roles.  
> Develop and create customized reports and dashboards.

> Establish and implement best practice procedures for system maintenance and optimization, configuration development, testing, data integrity, backups, etc.

> Determine plan and timeline for implementation of approved Change Management cases. Develop, test and deploy solutions, applying best practices.  
> Consult with all stakeholders to improve business processes, including developing functionality to automate manual processes

> Collaborate with the IT Architects, Delivery Team, and Competency Center to ensure business processes are aligned with enterprise architecture and application standards.

> Providing subject-matter expert’s input throughout the whole life cycle of Salesforce change development process (from idea to deployment stage).

> Validates and assesses solution design throughout the project with customers and prospects. Identifies problem areas and provides recommendations for future enhancements.

> Understands industry best practices in functional business areas in order to leverage business processes, driving improvements in work flow and applications.  
> Experience in customize Security setting, work flow rule, validation rule, process builder etc.  
> Experience in data exporting and importing using Import wizard, Apex Data Loader, Workbench and Salesforce Inspector.  
> Have good working knowledge in querying salesforce.com database using SOQL queries.

> Experience in use of Change Sets in deployment.

> Experience in designing, development and testing of the given requirement using Visual Force Pages, Apex Classes, Apex Triggers as per the requirement

> Experience in salesforce lightning component and lightning related issue fix and configuration.

> Experience in fixing bugs in the Codes which already written in production.

> Experience in writing user stories taking requirement from business and doing function analysis.

* **Key Roles**
* We have 3 modules mainly in our project i.e Salesforce, Apttus and Integration. I was leading a small team of 7 to 8 people who were working in support in Salesforce.
* I was doing the coordination between functional team and development team in fixing big code issues and delivering the fix on time.
* I was talking with the Users and identify the business requirement, gap in the existing system and convert it to User stories for development and implementation.
* I used to provide subject-matter expert’s input throughout the whole life cycle of Salesforce change development process.
* I worked and delivery a small project which is based on the data management(DRM) due to business process change in Ge organization. It went go live successfully and smoothly.
* have groomed the ASEs in my team for customer facing and fixing the issues in efficient methods.
* **Achievements**
* I received many appreciations from the customer and client managers for on time support and resolving the critical issues on time.
* I received 2 spot awards in 2018 from TCS.
* I received awards from the Operations Head and Business Lead for excellency in service and on time delivery in TCS & Cognizant Technology Solutions.
* Got appreciation from the customer Manager and leaders for the on time and smooth delivery of DRM project in GE Healthcare.
* I have 100k+ trailhead points with 7 super batches related to lightning and configuration.

**Certified in-**

Salesforce System Administration ADM 201 on Spring 2019

Salesforce Certified Platform App Builder Winter 2020

Salesforce Certified Sales Cloud Consultant Spring 2020

Analytical Ability Foundation

Lean Six Sigma Green Belt

Integrated Quality Management System (iQMS) Curriculum

Digital: Cloud Computing (General) Foundation

Microsoft SQL Server 2016

**Hobbies & Interests**

Listening Music

Reading Novels & News Papers

**Professional Skills**

Salesforce System Administrator: Expert

Data Analysis: Advanced

BI Concepts: Intermediate

Microsoft Office: Intermediate

**Languages**

English: Fluent

Hindi: Fluent

Odiya: Native

# PERSONAL DETAILS

Father’s Name : Sitakanta Satpathy

Mother’s Name : Nisharani Satpathy

Date of Birth : 22 February 1993

Gender : Male

Marital Status : UnMarried

Nationality : Indian

**DECLARATION**

I do hereby declare that the above statements are correct and true to the best of my knowledge.