PRIYADARSHINI PANDA

Senior Success Engineer at Salesforce.com

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PAN: BODPP5576A Passport No. : L8057040

PROFILE

Working as a **Senior Success Engineers** at **Salesforce.com Pvt Ltd** since Nov 2016 having 6.11 years IT experience. Seeking a challenging job in a growth oriented organization, where I can utilize my skills and abilities with mutual growth of self and organization and achieve exposure to the latest technologies.

EDUCATION

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| **Examination** | **Institution(Board/ University)** | **Year of passing** | **Percentage** |
| MBA (Consulting Management | BITS Pilani-Hyderabad | Currently pursuing | 90.00 |
| B.E. (Electronics) | D.Y.P.C.E.T (Shivaji University) | May 2013 | 72.53 |
| H.S.C | Kendriya Vidyalaya, Navi Mumbai (CBSE) | March 2009 | 86.20 |
| S.S.C | Kendriya Vidyalaya, Navi Mumbai (CBSE) | March 2007 | 77.00 |

ACHIEVEMENTS

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| * Always the TOP notch Engineer in assisting the customers and resolving their issues. |
| * Tenured success with 4 years of experience in Salesforce Admin and Dev and Consulting (Including Operating and Einstein Analytics). |
| * Certified as 5 Star Ranger. |
| * Awarded and Certified as Trailhead Guide and Knowledge Champion. |
| * Certifications in ADM 201, ADM 211, App Builder, Service Cloud Consultant, Sales Cloud Consultant, and Einstein Analytics and Discovery Consultant. |
| * Awarded Bravo of the quarter 2015-2016 and 2018-2019. |
| * Awarded as University Topper of the year 2012-2013 |

TECHNICALSKILLS

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| **Categories** | **Technologies Worked Upon** |
| Language/Technology | Salesforce CRM (Classic and Lightning), Einstein Analytics and Discovery with External Connector Tool, Inbox App, C, C++, XML,**PLSQL**,**SQL**, **EIM Scripting, EIM Analysis,** Core Java**,** Salesforce(Cloud), Hadoop |
| Databases | MySQL, Oracle |
| Tools | Salesforce: Data Loader, Data Import Wizard, Dataloader.io, Workbench, Splunk, Radio, PostMan, SoapUI, JSON Editor, Recipe Editor (Data Prep Tool).  Siebel: Siebel Tools-8.1(Workflows, EIM, Stored Procedures) ,Eclipse IDE, MySQL workbench, MS Office,  Quality Testing: HP Quality Center (Testing Tool) |
| Other | PUTTY, Toad, FileZilla, File Exporter, Skyvia and other App-exchange tools. |

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| **Technologies Known** |
| Salesforce Einstein Analytics and Discovery Configuration and Data Extraction/Modelling, Core Configuration and Data Management (Production and Sandbox), Development including Apex on Core and Analytics Discovery. |
| Enterprise Integration Management for Siebel CRM, Enterprise Application Interface (EAI) for Siebel CRM |

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| **Automation Delivered** |
| Different Workflows and Process Builders to automatic certain configuration functionality for eSignature customers. |
| Have made certain automations for successful execution of EIM jobs in one go on Release Live day |

PROJECTS WORKED UPON

# TITLE: CSG (Customer Success Group)

# Description: We are a team of trusted advisors, partners, and experts crucial to the success of our customers. We help customers unleash the full power of Salesforce, find and implement technical solutions, and provide guidance on how to build new products for our clients’ needs. Our team members develop deep relationships with our customers, partners, and each other, while helping to drive growth across one of Forbes' “Most Innovative Companies” in the world.

Duration: Nov 2016 to till date

Tool: Data Loader, dataloader.io, Data Import Wizard, Workbench, Change -set, Radio, Splunk, Podstance, QueryCheckTool, PostMan, SoapUI.

Role:

* Respond to customer requests that have been escalated from Tier 1 and Tier 2 support analysts.
* Interpret complex data and associated deliverables (reports, dashboards, interactive reporting, charts, graphs and tables) in plain business language for executive & clinical staff. Effectively summarize information and create intuitive/digestible information by selecting visualizations that are fit for purpose.
* Develop statistical, economic and financial analysis from data to evaluate performance and drive relevant business or clinical initiatives. Analyze data for trends, observations, improvements and makes recommendations.
* Answer technical questions, solve technical problems, and suggest appropriate workarounds related to supported applications.
* Custom Report and Dashboard Development using Einstein
* Resolve customer service issues and skillfully manage complex customer service problems.
* Manage customers' expectations and experience in a way that results in high customer satisfaction.
* Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
* RCA (Root Cause Analysis) documents for Support issues
* Create knowledge base materials dedicated towards operational efficiency while also empowering and enabling the Salesforce community Research, document, escalate cases according to procedure.
* Actively participate in job related training and recruitment.
* Provide Trainings to all new buddies (vertical or lateral).
* Assist with the design and delivery of product and other technical training.
* Review support cases for technical and troubleshooting accuracy.
* Define and describe technical best practices.
* Identify product and services up-sell opportunities and describe Salesforce solutions to customers in a way that is articulate, accurate, and persuasive.
* Help and assist aspiring people to learn and skill-up for top jobs.
* Complete assigned project responsibilities.

# TITLE: One Siebel (UKB- UK Business/21CN- 21 Century Network)

Description: One Siebel is a customized Siebel 8.1 CRM application used for servicing the consumer segment. The application is primarily used for Order management. It deals with the functionalities of an order management before submission for **British Tele- comm. (BT)**

Duration: Dec 2014 to November 2016

Tool: Siebel Tools, MySQL, Putty

Role:

* Develop various EIM scripts for proper EIM process for inserting/updating and deleting of records at Database Level.
* Setting-up various Product Model Changes for different Products with respect to Different Components.
* Working on complex Workflows which are associated with different Siebel Vanilla journeys.
* Working on critical database transfer from One Siebel End to other component via Sqoop and Hadoop approach.
* Handling trainee sub-associates for Initial Siebel Training and Knowledge Transfer.

# TITLE: Salesforce

Description: Sales force management systems are [information systems](http://en.wikipedia.org/wiki/Information_systems) used in CRM [marketing](http://en.wikipedia.org/wiki/Marketing) and [management](http://en.wikipedia.org/wiki/Management) that help automate some [sales](http://en.wikipedia.org/wiki/Sales) and [sales force management](http://en.wikipedia.org/wiki/Sales_force_management) functions. They are often combined with a [marketing information system](http://en.wikipedia.org/wiki/Marketing_information_system), in which case they are often called [customer relationship management](http://en.wikipedia.org/wiki/Customer_relationship_management) (CRM) systems.

Duration: June 2014 to Dec 2014

Technology: Cloud CRM, Salesforce Authentic Application with VF changes

Role:

* Trained for Salesforce Developer with ADMIN and DEV (Internal) in Salesforce
* We had configure the application in which we are configuring and making triggers, workflows, vf pages and controllers(apex pages) for proper functioning which is provided by salesforce as a service.
* Learned Salesforce CRM and Configuration (Mobile Version and Desktop Version).

PERSONAL PROFILE

Name : Priyadarshini Panda.

Father’s Name : Bidyadhar Panda.

Mother’s Name : Minati Panda.

Date of Birth : 15 March, 1992.

Gender : Female.

Nationality : Indian.

Hobbies : Trekking, Singing, Badminton, Poem writing,

Volley ball, Cricket.

Languages Known : English, Hindi, Odiya and Marathi.

Key strengths : Tenured Success, Dedicated, Team player, Quick learner,

Good listener.

Current Employer : Salesforce.com Pvt Ltd.

Working Experience : 6.11 years