

**Sangha Mitra**

Email: [mitragollapudi@gmail.com](mailto:mitragollapudi@gmail.com)

Mobile No: +91 9100161837

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## **PROFESSIONAL SUMMARY**

- Having 5 years of experience as **Salesforce Administrator**
- Experience in SFDC Sales Cloud, Service Cloud Configurations.
- Working as part of a team and providing 24x7 supports on support environment.
- Strong in understanding the Process and implementing and conforming to the same.
- Case management in Salesforce Service cloud with setup and administrative activities.
- Hands on experience on Salesforce Administration.
  - Experience in Page Layouts, Custom fields, Custom objects, Validation Rules, Record Types, Rollup – summary field etc. as per the requirement in Classic and lightning environment
- Expertise at administrative tasks such as User management, creating Profiles, Permission Sets, Sharing Rules, Workflow.
- Good exposure to integration platforms and integration strategies.
- Experience in validating the data using Validation Rules.
- Worked on salesforce classic as well as lightning environment.
- Having experience on Change Sets for deployment, GITHUB
- Hands on QA Testing with Different Types of Methodology and Tracking Details Like User Stories, Bugs, Report and more within Salesforce.
- Cooperating & communicating with other team members for efficient management works.
- Participation in project meeting and discussions with managers and Team lead.
- Good Interpersonal skills, commitment, result oriented, hard working with a quest and zeal to learn new technologies.

## **EDUCATIONAL QUALIFICATIONS:**

- Bachelor of Engineering in JNTUK 60%.

## **PROFESSIONAL EXPERIENCE**

- Worked as a Software Engineer with Ram TechRobots IT Services Pvt Ltd from OCT-2017 to Jan 2022.
- Worked as a Senior Software Developer with Gapbridge Software Services, from Jan-2022 to Feb 2023.

**IT SKILLS:**

<b>Packages</b>	Salesforce.com, Force.com
<b>Configuration Experience</b>	Objects, Sandboxes, Roles, Profiles, Workflows, Custom objects & Standard objects, workbench, Reports, Relationships, Lightning, Salesforce Inspector, Customizing in both Classic & lightning, Standard and Custom Reports, Data Loader, Dashboards, Validation rules and Applications.
<b>Customization Experience</b>	Classic View, Lightning View
<b>Deployment tools</b>	Change Set & GITHUB
<b>Other tools</b>	POSTMAN, JIRA

**PROJECTS****CLIENT: DAIMLER – MERCEDES BENZ****PROJECT: ROTF**

Daimler is a German multinational automotive corporation. It is one of the biggest producers of premium cars and the world's biggest manufacture of commercial vehicles with a global reach. Wil provide financing, leasing, and insurance. This Application is all about their selling products, rental services and providing those products on rental basis. This project involved both marketing cloud and sales cloud for Campaign management and other sales processes.

**RESPONSIBILITIES:**

- Perform Unit testing.
- Deployment and changes with deadline.
- Worked on Profiles and permission sets
- Understanding the project functionality.
- Worked on workflow rules, permission sets
- Deployment using changeset
- Deployment & testing
- Testing of various module functionally.
- Preparing test cases
- Working in integration track for STS Application.
- Worked in Australia track to fulfil the CRM application requirements.
- Worked in Integration track for Digital application like Sales touch, TDS and Compass

**CLIENT: DAIMLER – MERCEDES BENZ****PROJECT: EMH**

Description: Mercedes Benz is an Automotive company that Produces luxury vehicles and commercial vehicles. Applications to manage and maintain Customer Sales and Services using Salesforce as part of this implementation to Sales journey for Cars or Vans purchased through the e-Commerce portal. The requests will be captured in SFDC as different Leads for Quotes and Orders so that the executive take it further to complete the process.

EMH and DCP portals are integrated to sfdc to place the car purchasing orders in salesforce.

**RESPONSIBILITIES:**

- Implement & Configuration in Salesforce lightning to provide best customer experience through service console for the client - Record type, Page layout, Workflow Rule.
- Handling configuration level tasks including creating and maintain users, profiles
- Created profiles and implemented Field level and Object level security to maintain crucial information on the profile.
- Worked on various Salesforce standard objects: - Accounts, Contacts, Leads, Opportunities, Notes. Created custom Objects.
- Maintained and customized Salesforce.com scopes such as users, roles, profiles, accounts, contacts, record types, custom objects, pick lists to support vital business functions.
- Worked on Custom Metadata Types.
- Worked on Deployment Using Sandbox with Change set & GITHUB.
- Mass creation or updating the bulk records related to Opportunity fields, Campaigns, Leads, Accounts and other objects.
- Maintained the SFDC platform by monitoring support tickets and User Issues.
- Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
- Involved in creating users, page layouts and workflows.
- Involved in Deployment into Production.
- Created Profiles, roles, record type, page layouts based on the business requirement Defined Org wide default to restrict access from users.
- Customized Page layouts for Standard/Custom objects and assigned Record Types.
- Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns.
- Good working knowledge on Salesforce Lightning
- Worked with the Business Systems Analyst team and business to gather, understand and map the Requirements back to actual design and development on the platform.
- Developed on sandbox environments and performed timely deployments on production servers.
- Worked closely and effectively with other team members to resolve defects and functional issues.
- Performed testing in Postman
- Understanding of complex requirement of project and be a part of brain storming sessions for providing solution.
- Worked on partner communities for dealer users to use applications.