ASISH PATNAIK   asishpt01@gmail.com
☏ +91- 9916571397   in https://www.linkedin.com/in/asish-patnaik-875587200/

SUMMARY

A customer focused professional having 8+ years of relevant experience in Salesforce CRM ecosystem with overall 15+ years in the IT industry. Collaborated alongside key stakeholders, technical architects, internal teams and end clients to identify, optimize and implement business processes including system solutions to improve productivity and maximize ROI by reducing operational costs for global Salesforce environments.

CERTIFICATIONS

» Salesforce Certified Administrator (ADM 201) **||** Advanced Administrator (ADM 211) **||** Platform Developer (PD1)
» Salesforce Certified CPQ Specialist **||** Platform App Builder **||** Sales, Service Cloud & Experience Cloud Consultants
» ServiceNow Certified Administrator (CSA) **||** Certified DevOps Copado **||** Certified Agile-Scrum Project Management

TECHNICAL SKILLS

- Configuration : Objects, Fields, Sharing & Security, Formula & Validations, Workflow & Approval Process Salesforce Flows & Process Builders, Reports & Dashboards, Sites & Communities.
- Customization : Apex Programming, Visualforce, Lightning Experience (LEX)
- Webservices Integrations : SOAP & REST API, Chatter, Bulk & Streaming API
- ITSM & Project Track App : Remedy, ServiceNow, Jira, Confluence, DocuSign
- Data Operations & Backup : Data Loader, Import Wizard, Own{backup}
- API Clients & Testing Tool : Postman API, Soap UI, Lightning Inspector
- Deploy Toolkits -CLI & IDE : Changesets, Eclipse IDE, ANT, Workbench
- VCS & Automation Pipeline : GitHub, Bitbucket, Jenkins (CI/CD)

EMPLOYMENT HISTORY

Project # 1: Sales360 (Deutsche Post DHL)	Synopsis: Logistics, Freight & Supply Chain (Sales Cloud)
Company: Nityo Infotech Services Pvt Ltd	Client: DHL IT Services (Chennai)
Role: Lead Salesforce Specialist (Remote)	Duration: June 2022 – June 2023

⇒ Expedited ongoing support, maintenance and administration requirements for all the cross - functional teams consisting of more than 3500+ salesforce user licenses across 116 different countries spread around globally.

⇒ Redesigned training materials for frontline sales team of 90+ executives to efficiently use Salesforce1 Mobile Lightning Application installed on iPad devices, that boosted an additional $78k annual sales quota revenues.

⇒ Transformed existing out-of-the-box configurations involving security and sharing rules, custom Workflows, data Validations, Approval processes and implemented 5 new Salesforce features inside production instance.

⇒ Customized 20+ applications with Apex, Lightning and business automation using Process Builder and Flows.

⇒ Designed 15 reports and 12 Dashboards to track progress and provide visibility on data quality and integrity.

Project # 2: Merchant Digital Onboarding	Synopsis: Card Payments - POS Terminal (Sales & Service Cloud)
Source: foundhq.com (Freelance/Gig - Portal)	Client: Network International Bank, Dubai (UAE)
Role: CRM Platform Lead (India: Remote)	Duration: April 2020 – June2022

⇒ Administer daily case managements and apply fix on the system declarative issues for 1800 internal CRM users.

⇒ Streamlined production org by adding profiles, roles, permission sets, page layout, record types, data validation rules, workflows, custom settings and upgraded 15% of customization using Apex coding and Visualforce pages.

⇒ Implemented 10 client applications using REST API with http callout and integrated SOAP Webservice protocol.

⇒ Imparted knowledge sharing to 8 team members and also equip them to resolve challenging technical problems.

⇒ Created a performance reporting template, achieving 70% reduction in the preparation time for standard client reference materials.

Project # 3: Capital Syndicate Loan (USA)	Synopsis: Secure Financial Payment – (Service Cloud)
Company: J2W Business Solutions Ltd, Bangalore	Client: ANSR Global Corporation Pvt Ltd, Bangalore
Role: Salesforce Consultant (Admin & Developer)	Duration: February 2019 - December 2019

⇒ Managed Enterprise edition org comprising of 900+ internal and external users spread along multiple teams.

⇒ Engineered the Salesforce platform by creating new custom Objects and Fields, Workflows, Validation rules, Salesforce flows, Email alert, Visualforce page, Apex class and managed 4 new Sandboxes from release stage.

⇒ Improved the Service Cloud App by assembling Email-to-Case, Live Agent, Omni Channel and CTI to respond customer queries efficiently with decreased resolution time by 2 hours per day for all active cases in queues.

⇒ Revitalized the business org performance level up by 22% transfiguring redundant Salesforce functionalities.

⇒ Generated an average of 110% billable resource hours every month for first six months of the financial year.

Project # 4: Global Customer Technical Support	Synopsis: Premier Success Plan – (Service Cloud)
Company: Salesforce.com (India) Pvt Ltd, Hyderabad	Client: Customer Support Group (CSG) - Americas
Role: Senior Developer Support Engineer (Tier-2)	Duration: August 2016 - June 2018

⇒ Addressed the point-and-click issue for administrators and help resolve customization problem with developers working in 2 time zones i.e. (Eastern & Pacific) thereby covering both the continents of North and South America.

⇒ Mentored and led a project focused team of 15 offshore Junior success agents and ensured that KPIs with metric goals are consistently met according to organization SLA support structure defined for global business accounts.

⇒ Responsibly handled issues raised by Premier success customers on daily basis plus continuous engaged efforts to troubleshoot further contributed to surpass the team's monthly Customer Satisfaction (CSAT) scores > 80%.

⇒ Facilitated the creation of more helpful knowledge articles that freed up 30% of time spent into case deflections.

⇒ Increased the customer feedback review from 4.0 to 4.5 after instituting new service-oriented training program.

Project # 5: VCMS – Digital Application Services	Synopsis: Expresso Telecom Group – (Sales Cloud)
Company: Avast Technologies Pvt Ltd, Hyderabad	Client: CSC (India) Private Limited, Bangalore
Role: SFDC Technical Consultant (L2)	Duration: April 2015 - July 2016

⇒ Steered initial hiring process and guided 15 resources for expansion of International Salesforce teams within first 4 months in South African region thus saving 25% of external training budget forecasted by the company.

⇒ Optimized the existing Salesforce services model used inside organization which maximized usage and added extra profit generation of $18,000 to new customers subscription base during first quarter of the current year.

⇒ Configured applications based on user stories and advised client on usage of 3rd party AppExchange products.

⇒ Authored 23 Apex classes, 14 Triggers and 18 Visualforce pages by following Salesforce coding best practices.

⇒ Conducted team brainstorming session to achieve client needs up to 25% in the requirement gathering phase.

AWARDS & HONORS
☆ Received the "Salesforce Ohana Customer Service Excellence Accolade of the year 2017" from Salesforce.com towards achieving "Premier Success Support Plan" renewals for 5 multinational key client business accounts.

EDUCATION
⇒ Master in Computer Applications (MCA) from Biju Patnaik University of Technology (BPUT), Odisha.

⇒ Post Graduate Diploma in Sales and Marketing (PGDSM) from National Institute of Sales (NIS), Delhi.

Location: Bangalore   Signature: Asish Patnaik