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| Silpi Roy  Birth Date: 30th January, 1990 | |  |  | | --- | --- | | Address: | Bangalore, India | | Mobile : | (+91) 7337720888 | | E-Mail : | Silpi.paitandi@gmail.com | |
| **Senior Software Engineer with 4.5 years of working experience in Salesforce .** | |

**# SUMMARY**

* A **Salesforce Professional** with 4.5 years of experience in **Salesforce Development & Administration**.
* Extensive experience in developing **APEX classes, Triggers, Visual Force pages, Controllers,** writing **Workflows**.
* Worked in **Vlocity CPQ Module Implementatio and Platform Essentials**
* Proficiency in administrative tasks likecreating **Profiles, Roles, Users, Workflows & Approvals, Reports & Dashboards, Developed Formula fields, Validation rules**.
* Worked with **Agile Accelerator**
* Extensive work experience in designing **custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions** to various formats**, Snapshots, Dashboards**.
* Strong working experience with various salesforce.com standard objects like **Accounts, Contacts, Opportunities, Cases, Leads, Campaigns, Forecasting, Reports** and **Dashboards**.
* Experience working with Force.com IDE, data migration and updates through the **Data Loader** in Salesforce.com (SFDC).
* Implemented **security and sharing rules** at object, field, and record level for different users at different levels of organization.
* Hands on experience in querying salesforce.com database using **SOQL & SOSL queries** using Force.com Explorer.
* Ability to adopt and learn quickly, Self-Motivated and a Team Player.

**# EMPLOYMENT DETAILS:**

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| **# ATOS Pvt Ltd., Bangalore** | **June,2018 to Till Date** |
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**# Project 1:**

**Project Name:** Linxens Sales

**Domain:** Salesforce.

**Technologies:** Salesforce, Visual Force, Apex, CRM

**Description:**

* In Sales it uses the customized standard objects such as Account,Lead,Opportunity ,Contact
* It used custom objects such as Forecast,Sales Order,Billing Document
* Accounts ,Opportunities ,Sales Order and Billing Document are created manually or interfaced
* Forecast and Budget are created from Opportunity ,Sales Order and Billing Document
* Forecast is created from Budget,Opportunity,Billing Document and Sales order
* There is a customized page from where the budget and forecast can be created
* Sales order and billing document finally creates the Forecast.
* Forecast and Budget can also be created from x-Author
* Implemented CLI dataloader

**Responsibility:** Worked as an individual contributor.

**# Project 2:**

**Project Name:** Inwi

**Domain:** Salesforce.

**Technologies:** Salesforce, Salesforce Vlocity

**Description:**

* Configured the CPQ (Products,Attributes,Picklists ,Pricing)
* Implemented the copy rule for defining the dependency of attributes
* Implemented the configuration rules
* Worked with Context Rules also.
* Attribute Based Pricing also have worked on
* Advanced rules are also implemented for Vlocity EPC
* Also have included Omniscript and Data Raptor for fetching the data.

**Responsibility:** Worked as an individual contributor.

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| **# Pentaur Technology Pvt Ltd., Bangalore** | **December,2016 to May,2018** |
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**# Project 1:**

**Project Name:** Marketo Customer handling

**Domain:** Salesforce.

**Technologies:** Salesforce, CRM

**Description:**

* Developed Apex classes and Triggers to support the custom functionality.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Developed UI VisualForce along with VisualForce components
* Use various visual force components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link, Command Button etc.
* Developed Custom settings for Grouping the Data.
* Developed Visual Force Pages for all Standard Objects and Custom Objects.
* Involved in creating users, page layouts and workflows.
* Import and Export the data using Apex Data loader and Import Wizard.
* Deployment into client’s environment using Eclipse.
* Preparing test cases, Writing test classes.
* Used Data loader to bulk load data into Salesforce.com.
* Preparing test cases , Writing test classes.

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| **# Capgemini India Pvt. Ltd., Bangalore** | **April,2013 to June,2015** |

**# Project 1:**

**Project Name:** Global Efficient Call Centre Operation (GECCO)

**Domain:** Salesforce.

**Designation:** SeniorSoftware Engineer.

**Technologies:** Salesforce, Visual Force, Apex, CRM

**Description:**

* GECCO uses the standard Case object to store customer Interaction and Request information.
* **Parent Cases are called Interactions -** An Interaction stores the Account Name, Date and Time the Interaction took place, and the source of the incoming case.
* **Child Cases are called Requests** – A Request stores information about a specific question asked during the Interaction and the user’s response.
* The Case page layout displays the Case Record Type for both Interactions and Requests.
* An Interaction can have multiple Requests, i.e. a customer may ask many questions while on a single call. Each question corresponds to an individual Request.
* Requests can be handled independently of one another so you may close, transfer, or resolve them separately.
* Case Status always defaults to “Open”.
* The New Request button creates a new Request in its own sub-tab related to the current Interaction. This makes it very easy for the Agent to capture additional questions at any point in the conversation. This button does not clone information from the previous request.
* The Close Case button closes the Case with one click.
* When all Requests within an Interaction are closed, a batch job runs to close that Interaction.

Agents are not burdened with closing Interactions, freeing them up to focus on resolving questions.

This job is set in each org for XX hours after all Requests are Closed or Cancelled.

* Agents can use the “Transfer To” field to select a group and quickly transfer ownership of a Request.
* The correct “Request\_MVN” Record Type name must be listed in the Service Cloud Setting:

Interaction\_Create\_Case\_Record\_Type\_MVN\_\_c for Email to Case functionality.

* The Source (Origin) that gets set for Email to Case Requests must be listed in the Service Cloud

Setting Interaction\_Create\_Origin\_MVN\_\_c

**Responsibility:** Worked as an individual contributor.

**# Project 2 :**

**Project Name:** COCA COLA ENTERPRICE-HR Case Management

**Domain**: Salesforce

**Designation:** Senior Software Engineer.

**Technologies:** Salesforce, Visual Force.

**Description:**

* HR Case Management uses case object that can be created by Employees like internal employees or customers. This case objects can be created through following interfaces.
* **Phone/Fax:** Customer can directly call or Fax the issue to an employee . The corresponding employee will captured the issue and create a case record for further analysis.
* **Email To Case:** Email will be communication channel between the customer and the employee. Employee will create the case record based on customer inputs for further analysis.
* **Portal Mails:** Community portal will be used to contact employee to raise the case record.
* **Live Agent :** In the community page there is a form He Re request forms where employees can raise a case
* **Case Attachment:** Users can add attachment to the cases.
* **Case Closur**e: If Customer/Employee try to close a case, system will display a confirmation box with the message ”this case has open activities ”.If the advisor selects “No” then the system will redirect to the case closure page. If advisor selects “Yes” then the system will redirect to the case assignment page.
* In Activity management, Activity can be created from case or Employee record

**Responsibility:** Worked as an individual contributor.

**# Certification and Training:**

1. **Accomplished certification on DEV 401.**
2. **Accomplished certification on ADM 201**
3. **Attended 2 month in-house Salesforce training conducted by Capgemini India.**

**# ACADEMIC BACKGROUND:**

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| Bachelor Of Technology (B.Tech) | Computer Science and technology | Biju Pattanaik university of technology | 72.8 % |
| Class XII | Science | DAV Public School – CBSE | 69.0% |
| Class X | Common Subjects | DAV Public School – CBSE | 77.0% |