

**Abhishek Jena** A person wearing glasses

Description automatically generated with medium confidence[**https://trailblazer.me/id/ajena89**](https://trailblazer.me/id/ajena89)

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**Career Objective:**

Strategically-minded Salesforce Administration, Development and deployment expert capable of working independently and as a part of diverse team to customize Salesforce.com environment. Organized and logical professional able to quickly yet concisely understand departmental and organization objectives towards development of data provisional solutions.

**Professional Summary:**

* Overall,**7Years of experience** and **4.4 years of relevant experience in large scale Salesforce implementations, Integrations and worked on Salesforce Administration, Development, Business analyst, Configuration, Integration and Deployment of applications within Salesforce sandboxes.**
* **Strong experience in Salesforce Administration and QA enhancement.**
* **Completed PD1 Certification in Salesforce.**

# Salesforce Trailhead – “App Customization Badge”,” Accounts& Contacts”, “Salesforce1 Mobile Basics”, “UI Customization”, “Data Management”, “Data Modeling”, “Salesforce Platform Basics”, “Quick Start: Reports & Dashboards Badge” holder.

# *Completed 5 Super badges In Salesforce Trailheadi.e., Process Automation Specialist, BusinessAdministrationSpecialist, Security Specialist, Lightning Experience Reports & Dashboard Specialist, and Apex Specialist.*

* Testing and QA of enhancements/changes using sandbox.
* Managed ongoing support request and administrative needs of users and Configuration and administration of Salesforce.com.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, and Service Console in Classic as well as in Lightning Platform.
* Proven experience building components of a Salesforce system in the effort to support core business processes, including daily administration and support of Salesforce, including configuration updates to security, OWD, Permission Sets, profiles, roles, fields, complex workflow rules and Process Builder, Visual Workflow and validation rules.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, fields, pick lists and page layout customization to support vital business functions.
* Data Management: Inserting, Updating, Deleting and Upserting records using Data Loader tool and Import wizard.
* Hands-on experience in SOQL, SOSL queries as well as DML operations using Workbench.
* Created and maintained reports, dashboards and views that enable effective business decisions.
* Ability to multi-task and prioritize multiple assignments and work cross-functionally
* Strong oral/verbal communications skills to clearly present key issues and recommend actions.
* Excellent interpersonal and refined relationship-building skills.
* Experience in SFDC Technologies such as Apex, Visual Force.
* Experience in Generating Reports & Dashboards, customized reports and analyzing the data in SFDC.
* Effectively Used Data Migration tools like Apex Data Loader and Import Wizard.
* Experience with Salesorce.com developer tool kit including Apex classes, controllers and Triggers, Visual force, Force.com IDE, Migration Tool.
* Very good hands-on experience in Salesforce Integration using REST API and SOAP Api.
* Well versed in Salesforce connected app and knowledge on Mule soft.
* Experience in writing the SOQL and SOSL queries to retrieve the data.
* Possesses experience in all facets of Software Development Life Cycles (SDLC) viz. requirement analysis, architecture, design, development, testing, and post implementation revisions.
* Excellent team player and execute tasks under less supervision.

**Technical Skill Set**

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| --- | --- |
| **Salesforce** | **Salesforce CRM, Salesforce Lightning, Salesforce Configuration, Salesforce Integration, Service and Sales Cloud, Process Builder, Visual Flow, Data Loader, Workflow & Approvals, Reports, Security, Fields & Relationships**, |
| **QA** | **Requirements Analysis, User Acceptance Testing, Test plan Design & Development, Writing Test cases, Executing Test Cases, Defect Logging** |
| **Tools** | **Data Loader, Change Set, Workbench, MS-Office, Eclipse,SONARQUBE,AZURE,**  **VS-STUDIO** |
| **Languages** | **SQL, HTML, CSS, SOQL,SOSL, Apex** |
| **Operating System** | **Windows XP, Windows10, Mac, Unix, Android, IOS.** |
| **Bug Tracking Tools** | **JIRA 4.4,HP- ALM,AZURE DEVOPS** |

**Academic Qualifications**

* Bachelor of Technology in Electronics & Communication Engineering,

Institute of Technical Education and Research, Bhubaneswar, 2013.Percentage-61%

* Diploma in E & TC from SCTE &VT, 2009-CV Raman polytechnic, Bhubaneswar, Percentage-64%
* 10thCBSE, 2004, Modern Public School, Cuttack, Percentage-64%

**Certification:**

* Currently I have my PD1 Certification.

**Professional Work Experience**

* Working With **MAXVAL IP**-From March 2022 Onwards
* Working with **Accenture Technologies (PayRoll-Nexwave Talent Management Solutions Pvt.Limited)**-Dec 23rd 2020 to Feb 28th 2022.
* Worked with **Evolve Technologies & Services Limited** – Jan 30, 2017 to Feb 26,2020
* Worked with **Overall Network Solutions** – July 2015 to Dec 2016.
* **Integrated Wireless Solutions**– Dec 2014 to June 2015.
* **Wireless Telnet Company Limited**– Oct 2013 to Nov 2014.

## Salesforce Trailhead:

* I have completed 135 trailhead badges and 5 Super badges and 11 trails.
* I have completed 4 Modules of Journey2 Salesforce Program.
* Currently I am a Ranger and aim to be a Trailblazer.
* In the process I have developed 15 skills in the Salesforce environment i.e.CRM, Security,App Logic,Reporting,Apex,DataManagement,Chatter,Database,Lightning,,User Interface, Mobile Interface.

**Trailhead Super badges:**

* **Apex Specialist**
* **Process Automation Specialist**
* **Business Administration Specialist**
* **Security Specialist**
* **Lightning Experience Reports & Dashboard Specialist**
* **PROJECTS UNDERTAKEN**

**Project-6: SYMPHONY**

**Role-Senior Process Associate**

**Organization-MAXVAL IP**

**Duration-March 2022 Onwards**

**Responsibilities:**

* We build a product called Symphony in which maintains the patents and IP management and we are using Salesforce as a domain. Clients: Apple, Google, CISCO, Thermo fisher, AMD etc.
* Validating the code and code review with minimal deviations and follow the Salesforce best practices.
* We configure and customize the App as per clients requirement throughout the cycle
* Worked with QA team for testing/help of new functionalities required for the customer.
* As a SFDC Administrator Interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Used AGILE methodology during all the phases of system development Life cycle(SDLC), and analysis artifacts such as use cases
* Provided security confidential different levels in Salesforce instances.
* Faced the challenging experiences in dealing with multiple tasks and meeting the deadlines.
* Documented the every ticket resolution for the future references.
* Import the worldwide Patent Data Integrated with Mango DB to extract.
* Handling an OOB functionalities and responsible for a team to make the production release.
* Provide training for off-shore profile users regarding the product usage.
* Closely worked with Vice-President to set the goals for project completion.
* Connecting with all the developers and review the sandboxes and made a plan for deployment

**Project#5 : Salesforce CRM Implementation-BP Europe Fleet Project**

**Role: Salesforce Developer/Administrator**

**Technology Used-Salesforce Sales Cloud, Marketing Cloud, Service Cloud**

**Organization-Accenture Technologies (Payroll-NexWave Talent Management Solutions Private Ltd.)**

**Duration-Dec 2020-Feb 2022**

**Responsibilities:**

* Part of a scrum team.
* Carry out Salesforce Admin changes as per requirements prioritized and scheduled in backlog.
* Worked on E2E integration of G-Maps and SAP application in the Salesforce org.
* Responsible to deploy to higher environment using DevOps.
* Customization and development activities are being done according to user stories developed for respective Sprint.
* Worked on the existing defects on system and part of the deployment team.
* Developed custom apps, custom objects, and permission sets, record types, apex triggers, New Visual force Pages, Page Layouts, implemented case-to-email, batches and schedulers as per business functionality.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Salesforce Support, Integration and Configuration for **BP Fleet App** on top up Salesforce Sales Cloud.
* Monitoring the data sync transactions by resolving the offline errors that the user faces
* Involved in Setup activities and customizing applications to match the functional
* Requirements of the organization.
* Implementing new enhancements including creation of custom objects, workflows, Process builder email alerts and templates.
* Creation of assignment rules, escalation rules, validation rules, Sharing rules, auto
* Response rules.
* Maintaining multiple user roles, security, profiles.
* Have delivered the change requests, new enhancements, bugs on a regular sprint basis.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules, Profiles.
* Used Data Loader and Salesforce inspector for insert update and bulk import or export of data from Salesforce.com.
* Used change sets to send customizations from one Salesforce org to another.
* Involved in Support of Incident tickets and delivery them without violating the SLA.
* Involved in Monitoring activities for failed DST's and reprocessing those after further analysis in Prod Sandbox.
* Involved preparing of functional document.

**Project #4 : Salesforce Implementation for Customer Sales Service of Samsung India Ltd.**

Role: **Salesforce Developer/Administrator**

Technology Used: **Salesforce Sales Cloud, Service Cloud**

Duration**:** Jan, 17 – Feb, 2020

**Project Outline:**

* The project has been developing to track the business achievements of each salesperson in the firm. Every quarter salesperson has to fill their business achievements. This form will be submitted for approval to their respective managers. Managers will get email notification that the respective salesperson has submitted the form verify and approve/reject accordingly. Once the manager approves the form will be submitted to the respective salesperson’s supervisor and upon approval of the supervisor the person will get his claimed benefits. If supervisor rejects, in case, the cycle will repeat.
* The project mainly used Approval process, Validation Rule, Workflow, Scheduler and email alert concepts of Salesforce.

**Responsibilities:**

* As a Salesforce admin managed user accounts by creating roles, profiles and user group, security controls, personal information setup, password reset, updating company profile and Network access setup.
* Involved in client interaction for requirement gathering.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules, Profiles.
* Designed and deployed the Custom Objects, Custom Tabs, Entity-Relationship, Data Model, Validation Rules, Workflow Rules, Case Assignment Rule, Auto-Response Rules, Page layouts Components, Lookup and Master-Details relationships on the objects and created junction objects.
* Used Data Loader for insert update and bulk import or export of data from Salesforce.com.
* Used change sets to send customizations from one Salesforce org to another.
* Used sandbox mode for testing and migrated the changes to the production.
* Involved preparing of functional document.
* Maintained user accounts, sharing rules, roles, profiles, field level security.
* Worked on extending standard Sales Cloud objects like Accounts, Contacts, Price Books, Products, Users, Campaigns, Leads, Opportunities and Quotes etc.
* Worked with Approval processes, Workflows and sharing rules.
* Created Apex Classes, Triggers, Visual force Pages, Test Classes.

**Project #3**: **Overall Network Solutions – July 2015 to Dec 2016.**

**Role: Senior executive**

**Client: Idea Cellular Pvt.Ltd.**

**Project Description**

Overall Network Solutions was taking care of all type of network testing for Idea Cellular including Bench marking, Clusterdrives, SCFT etc. Ascom bench marking kit was widely being used for testing 3G networks.

**Responsibilities**

* + Benchmarking of IDEA 2G & 3G networks using TEMS software &Ascom Benchmarking kit for Kolkata circle.
  + Attending customer complaints and providing its resolution.
  + Performing various drive tests including Single Site verifications, Cluster drives, Optimization drives to check network performance during continuous and discontinuous voice and data calls.
  + Performing cluster drive to check the coverage holes, handover problems and site overshooting.  
    Record live network data with Scanner and UE (user equipment) using Network performance tools in idle and dedicated mode.

**Project #2** : **Integrated Wireless Solutions– Dec 2014 to June 2015.**

**Role: RF Engineer**

**Client: Airtel India**

**Location: Kolkata**

**Project Description**

Integrated Wireless Solutions had the responsibility of rolling out of 3G networks for Airtel India.ZTEequipments was vastly used for Airtel 3G network roll out.

**Responsibilities**

* + Conducting drive test using NEMO & TEMS tools.
  + Responsibility of Measurement of physical parameters like Latitude, Longitude, Azimuth, Tilt, Antenna Height, Tower Height, Antenna Model, BTS Configuration etc.
  + Knowledge of various planning and optimization tools like, MIPT, MapInfo.
  + Expertise in drive testing and analysis using drive test tools like NEMO,TEMS.
  + RF Drive test for optimization of the GSM networks; Primary optimization for verifying existing coverage, pointing coverage holes and RF Physical Optimization by Antenna up tilting, down tilting and reorientation and Interface with Customers- Handling all customer related issues.

**Project#1 : Wireless Telenet Company Limited– Oct 2013 to Nov 2014.**

**Role: Project Engineer**

**Client: BSNL INDIA**

**Location: Orissa**

**Project Description**

OFC survey being done for BSNL , India. BTS installation for 2G network of BSNL,India.

**Responsibilities**

* + Coordinating different teams for BTS installation in various geography of Odisha circle.
  + Layout of OFC Project for BSNL in different part of Odisha.
  + E to E Project activity from fiber laying to termination, BTS integration and RFS.
  + BSNL fiber to the home project for high speed internet service.

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