PRIYANSHU SAHU

SALESFORCE IT MANAGER

Profile

A result-oriented professional with Salesforce offering 3.9 years of successful career with a diverse role by distinguished performance in Salesforce design, development and implementation. Strong technical skills and knowledge of a Salesforce standard methodologies with proven success in end-to-end implementation and ensuring the effectiveness of various responsibilities to meet specifications. Experience in working with customers, project managers, Business stack holders and technical teams for securing and executing concurrent delivery. Strong problem solving & technical skills coupled with decision making for enabling effective solutions leading to high customer satisfaction and low operational cost.

Contact

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Skills:

APEX
VISUALFORCE
AURA FRAMEWORK
WORKBENCH
DATA LOADER
DEDUPE BLOCKER
MICROSOFT AZURE BOARDS
ZOHO PORTAL
BUGZILLA
POSTMAN
JAVASCRIPT/HTML

EDUCATION

UIT RGTU, Bhopal
2012 – 2016

Certifications

Salesforce Certified Administrator (ADM-201)
Salesforce Certified Platform Developer -1

WORK EXPERIENCE

Bajaj Finserv Salesforce IT Manager
[Salesforce BA/QA/Administrator]
07/2019–Present

Bajaj Finserv Limited, a part of Bajaj Holdings & Investments Limited, is an Indian financial services company focused on lending, asset management, wealth management and insurance.

- Major responsibility is to do requirement gathering from Business stack holders, provide Solutioning and explaining low level requirement to Partner's developers. Minor responsibilities include inhouse development, Manual testing, administrator work, resolving Production support tickets.
- Support over 2500 users and others throughout the organization as a certified Salesforce Administrator.
- Managed Salesforce requests/issues for 2,500+ Salesforce total end users.
- I was also recognized with Kudos Awards 2 Years in a row between 2019 and 2020
- Successfully implemented Salesforce, on-boarding a total of 700 users with 30% on mobility app.
- Worked in Data migration using Apex data loader for bulk Data Import, Export, Delete and Update in salesforce.
- Used Workbench to access Salesforce objects, to make REST API Callout, written complex queries in SOQL.
- Responsible for creating users, profiles, permission sets and defined object and field level security.
- Developed additional Security Controls, Sharing settings & Manual sharing.
- Worked on automating business process using triggers, process builder, approval process, assignment rules and workflows.
- To put Debug logs if any functionality gets exceptions and analyzing the log to rectify the issue.

- Handled major Production support issues on own with excellent debugging skills. Handled a team of 3 partner resources exclusively on Production support.
- Reports and Dashboards edit/create/update are part of day to day work. Created complex matrix and joined reports.
- With my Prior Experience, I worked as a fulltime Salesforce Developer.
- Daily play and try with Apex class, Trigger, Batch class, Test class, Visualforce page.
- Trying and testing scenarios in different environment (Sandbox) to make sure that system is running as per the business requirements.
- Created, Updated and reviewed of Test cases and Test Scenarios.
- Played a key role as a Development SPOC during Integration of Salesforce Org with Bosch Rule Engine, IBB Trade, MFC, Car dekho.com, Dropbox & Google Maps etc.

Bitwin Technologies [Salesforce Developer]
02/2017–06/2019

Bitwin Technologies is a service-based IT company having Indian customers majorly from Insurance and real estate domain.

Client Elite Landbase
04/2018–06/2019

- Involved in requirement analysis and development.
- Involved in customization and configuration of application.
- Involved in data mapping and data migration.
- Involved in developing complex business logic based on apex class, trigger, visual force page and workflow Creation.
- Post GO Live Production support.
- Deployment from Sandbox to Production using Changeset.

Client Religare Finvest Limited
02/2017–03/2018

- Customized Page layouts for Standard/Custom objects and assigned Record Types.
- Implemented Record-Level and Field-Level security and configured their sharing settings.
- Created Data Validation rules and Formulas as per business requirement.
- Worked on automating business process using process builder, approval process and workflows.
- Worked on Reports and Dashboards for Account Management Process.
- Provided IT Sales-operational support to the Salesforce.com system
- Responsible for creating new users and assigned appropriate roles and profiles.
- Defined Org wide default to restrict access from users.
- Responsible for all the activities related to data Load, uploading data in CSV files into salesforce.com, and data validation.
- Taking accounts through KYC process for their proper establishment and activation in SFDC and at the same time integrating that account in master data management system and DNB.

- Handling different change requests from the sales representatives and implementing them.
- Working on other account related issues and supporting the IPSFDC system through the Salesforce.com platform in built chatter system.
- Working on the high-risk potential customers and handling compliance related issues.