

# Bijay Shaw

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**Salesforce Administrator/Developer**  
**Veeva CRM Administrator/Developer**

Email: Bijay.lpu@gmail.com  
Mob: +91 9501871723

## Career Objective

An accomplished Salesforce and Veeva Administrator/Developer with a powerful record of maintaining client satisfaction and a proven independent worker, multitasker, and a team player.

## Educational Qualifications

- Bachelor of Technology in Computer Science Engineering from Lovely Professional University, Phagwara 2017, 8.63
- Senior Secondary Education from Kendriya Vidyalaya (AFS), Barrackpore Central Board of Secondary Education 2013, 81.4%
- Higher Secondary Education from Kendriya Vidyalaya (AFS), Barrackpore Central Board of Secondary Education 2011, 83.6%

## Experience

**Designation:** Programmer Analyst

**Organization:** Cognizant Technology Solutions India Pvt. Ltd, Kolkata

**Duration:** September 2017 – Present

**Description:** Working as a Salesforce Administrator/Developer for a Life Science vertical project and taking part in various other activities. Performing administrative tasks such as setting up users, creating or updating fields, custom objects, page layout, workflows rules, approval processes, reports and dashboard. Managing data using data loader or other tools. Ensuring the security settings on Salesforce are continuously up-to-date. This involves the creation and update of roles, profiles, sharing rules, permission sets and field level security.

## Projects

**Title:** AbbVie

**Organization:** Cognizant Technology Solutions India Pvt. Ltd, Kolkata

**Duration:** September 2017 – Present

**Description:** AbbVie is an American publicly traded biopharmaceutical company founded in 2013. Working as a Salesforce and Veeva Administrator to resolve all the user issues (via service-now tasks and incidents). For their Customer Relationship Management Veeva CRM tool, which is designed on Salesforce Platform, is being used and for content management Veeva Vault Promomats is used. Providing general support to all users. The objective of the project is to provide Enhancements, Maintenance and Performance Optimization of Veeva CRM and Promomats application for smoother business operations. Identifying opportunities to improve business processes and work with our developers to implement solutions.

## Roles and Responsibilities

- Current Role as a Demand Manager to manage Enhancements and Releases in Project.
- Performed Bug fixes and Enhancements in Veeva CRM related to different Veeva modules like Catalog Products, Sent Email, Multichannel Consent, Sample Calls, TSF, etc.
- Worked on enhancements, which involves Salesforce implementations like changes in Page Layouts, Sharing Settings, Permission Sets, Profiles configuration etc.

- Responsible for Data Migration and Incident management activities involving different Veeva modules.
- Responsible for performing deployments and performing post migration activities.

### **Technical Skills**

**Software:** Apex Data Loader, VS Code, SQT, SQL Developer, MS Excel, MS Access

**Languages:** Apex, XML, HTML

### **Certifications**

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer 1
- Salesforce Certified Platform App Builder
- Salesforce Certified Service Cloud Consultant
- Copado Certified Administrator
- Copado Certified Developer
- Flosum Certified Professional

### **Hobbies &Interests**

- Listening to music
- Surfing Internet
- Playing Cricket

### **Skills**

- Ability to learn quickly and self-motivate.
- Excellent in handling the team.
- Ability to organize and plan my work, as well as prioritize properly.

### **Personal Details**

Date of Birth: 27-12-1994

Gender: Male

Nationality: Indian

Address: 106, Chappar Mahal, Sadar Bazar, Barrakpore, West Bengal-700120

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### **Declaration**

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I do hereby declare that the above-mentioned statements are true to the best of my knowledge.

**Place:** Kolkata - 700120 (West Bengal)

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