



DIPIKA KUMARI SAHOO

Information



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SUMMARY

- Good understanding of the CRM processes.
- Business knowledge of Service Cloud.
- Proficient in Apex security, declarative development, Async Apex, and Lightning aura framework.
- Time management, ability to multitask, and propensity to handle urgent interrupts with poise and professionalism
- Capable of writing and debugging efficient SOQL queries of standard and custom objects, and able to understand and develop complex data models.
- Strong verbal and written communication skills
- 1.8 years of IT experience with 4 years of career gap



EDUCATION

2011 – 2015

SILICON INSTITUTE OF TECHNOLOGY

B.Tech

Stream: Information and Technology

CGPA: 7.8/10



EXPERIENCE

05/2015 – 01/2017

INFOSYS LIMITED

Pune

Salesforce Developer

NAFTA Contact Center Application Support

Period - 07/2015 to 01/2017

Client Name - Toyota USA

Position - Salesforce Developer

This project involves the support and enhances the existing next-gen contact center application for the case and contact management. Toyota call center agents use Salesforce CRM to document and address Customer, Dealer, Independent Repair Facility, Supplier, and Employee concerns.

During my employment, I carried out the following activities:

- Develop customized applications within the Salesforce platform to support critical business functions and meet project objectives and company goals.

- Work with Business Analysts and analyze business requirements, provide an estimation.
- Coordinating with the IT and Business Subject Matter Experts on the changes requested and understood the scope.
- Troubleshoot and work with end-users to ensure that functionality meets business needs
- Working in an agile team where things move quickly and priorities frequently shift.
- Work with Salesforce architect to understand the design and develop code as per the guideline.
- Help business in creating new users in Salesforce.

Training

Period - 05/2015 to 07/2015

Location - Mysore, India

Position - Trainee



SKILLS

- Apex (Intermediate)
- Lightning Component (Intermediate)
- Declarative Development (Intermediate)
- Service Cloud (Intermediate)
- Sales Cloud (Basic)
- JAVASCRIPT (Basic)

HOBBIES

- Play Tennis
- Social Service
- Traveling
- Social Networking
- Spend time with Kids