

Priyasha Babel

Deputy Manager at _VOIS (Vodafone Intelligent Solutions)

Experienced CRM consultant. Worked in multiple roles of developing/designing solution and techno-functional. Self-motivated, leadership quality, disciplined, learner and always ready to perform in challenging role. Looking for a position where I can apply my skill set and attain mutual growth with the company.



✉ priyasha1710@yahoo.co.in

☎ 7738016528

📍 Viman Nagar, Pune , India

🌐 sfdcgraphics.wordpress.com/

in linkedin.com/in/priyasha-babel-a095182a

SKILLS

Salesforce Lightning/Classic

Lightning Web Component

Apex

Lightning Components (Aura)

Visualforce

Javascript

SOQL/SOSL

Siebel

SQL

Visual Studio Code (IDE Tool)

Jira (Tool)

File Zila (Tool)

SOAP UI (Tool)

Putty (Tool)

Blogger

CERTIFICATES

Salesforce Platform Developer I

Salesforce Administrator I

Flosum Certified Professional

LIGHTNING WEB COMPONENT DEMO PROJECT & SKILLS

ToyShop e-Cart

- Project Demo is available at: https://drive.google.com/drive/folders/1q7b2arhhj94PwrNmCXPn_xhaHv7fTsrJ?usp=sharing
- Imperative and wire method on LWC component
- Event handling method on Parent-Child; Pub Sub Model
- Using decorators (api and wire). Limited usage of Track
- Show Toast function.
- Lightning Data Service
- slds-grid, slds-wrap and lightning-layout-item in order to display the UI in proper format. Usage of different Lightning components.
- Different Lifecycle hooks and conditional rendering of HTML data
- NavigationMixin, CurrentPageReference wire adaptor.
- Importing of Objects via VS Code in Scratch Org and modifying Field Level Security to perform DML operation on Apex Controller Class

SALESFORCE SKILLS

More than 1 year of learning experience in SFDC, hands-on experience on Programmatic and Declarative features of Salesforce. Knowledge of LWC, lightning components(AURA) and integration. Trailhead link : <https://trailblazer.me/id/pbabel>

• Strong understanding of APEX, Apex Trigger implementations, Order of Execution, Visual Force, Lightning Components, SOQL and SOSL. Well versed with Integration concepts in Salesforce – standard and Custom(Apex) Rest API and tools usage : such as Workbench and POSTMAN.

• Declarative features: Duplicate Rules, validation rules, workflows, approval processes, sharing rules/settings/Users/Profile/Permission Sets and business process automations.

• Programmatic Features: Apex Class, Apex Test Classes, Asynchronous Apex, Visual Force Page (Component & Controllers) and Model View Controller (MVC) architecture.

• Identifying relationships and creation of salesforce custom objects, lookup relationships, junction objects, master-detail relationships. Strong knowledge of Security Model in SFDC and error handling concepts.

SALESFORCE SKILLS

- Completed 4 Trailhead Superbadges (including Developer Super Set): Process Automation Specialist, Apex Specialist, Lightning Experience Reports & Dashboards Specialist, Security Specialists.

WORK EXPERIENCE

Deputy Manager (2 years 5 months)

_VOIS

02/2018 - Present

Pune

Project Desc: Vodafone UK had launched a strategic initiative, NewCo, to improve customer experience and drive future business growth whilst reducing operational costs. The NewCo programme is focused on improving customer services and billing domains across all front-line channels in the UK. This is being achieved by implementing an out-of-the-box Oracle suite of applications which revolve around the RODOD (Rapid Offer Design & Order Delivery) architecture.

Achievements/Tasks

- Understanding of Order management in BSS(Business Support System) perspective
- Taking handovers of PBI (Problem Based Incidents) from the Customer Insight Analyst team (L1), finding technical glitches and analysis with respect to the design and explaining them for the exact fix requirements to L3 team. Managing the PBI team of 5.
- Supporting release issues and P1 issues and reporting fixes immediately
- Analysis and usage of Siebel Logs, Workflows, Siebel eScript, Asynchronous calls, Unix shell scripting, SQLs, Web Services calls, SOAP UIs, Siebel Open UI based Javascript.
- Understanding of Business/New releases from Developers, designer and Customer Insight team and then managing current Production environment based on new needs.

Senior System Engineer(2 years 11 months)

Tech Mahindra (including 1 year onsite experience at leading Telecom, New Zealand)

02/2015 - 02/2018

Pune

Project Desc: Spark Telecom Siebel is implemented to support order & service mgmt. of Prepaid/Postpaid Mobile, Wireless & Fiber services. Promotion based ordering is used to launch automatic & bundled promotions. System has various integration touch points like product availability check, address match, Order feasibility, billing & order submission with backend Concept Wave provisioning & Single View billing system. Dashboard Project includes two major divisions: KOC and Assure. KOC dashboard displays contact details (mobile/broadband connection/trouble tickets/usage) in a single page, which eases the job of agents in one-go. Assure dashboard ensures if any Broadband connectivity fails then that connection holder gets free internet services over mobile network.

Achievements/Tasks

- Gained good understanding of E2E flow in telecom industry. Handled Production Releases Support. Releases go every month.Requirements gathering and solution designing
- Interfacing of the system with external systems with Siebel Integration capabilities.
- Fixed defects and bugs in the cycle of SIT testing.
- Worked in creating Web-Services, checking the responses of WSDL from SOAP UI, scripting, using SIS OM PMT functionality for ordering, Client side BS, JMS Queues, Product Configurator Rules. Modified Siebel requirements using Open UI features and report generation using Shell Script

System Engineer (3 years 2 month)

Tata Consultancy Services

12/2011 - Present

Mumbai

Project Desc : Child Maintenance Group, DWP, UK : A public body, whose function is under the Secretary of State, with the focus of supporting separate families and securing children's futures by providing an effective child maintenance arrangement and helping parents to collaborate on a range of issues after they separate.

Achievements/Tasks

- Conducted discussions with Business analyst (onsite team) to confirm the requirements and scope of work order. Handled different CRs. Fixed defects and bugs in both the cycle of SIT and UAT testing.
- Customized the out-of-the-box using Siebel Tools creating and modifying BO,BC, views, screens and applets and configuring List of Values, Pick Lists (Static & Dynamic), Associate & Shuttle Applets, Toggle Applets, LOVS. Drilldowns, MVGs using Links, MVLs.
- Implemented the Declarative Configuration Alternatives using Data Validations, User Properties, Workflows and Run time Events. Developed inbound / outbound Workflows, Workflow Policies and Workflow Actions for automation of processes and also worked on Batch jobs.
- Programmatic Approach : Siebel eScripts for requirements that were not possible through configuration. Created Custom business services, Siebel EAI Business Services, Integration objects, EAI Data Mapper. Uses XML Converter and EAI HTTP to synchronize Siebel data in external systems.
- Training done in Dec 2011 at TCS Hyderabad in :> Specialization in Java, HTML, Java Scripts, SQL concepts > Completed Case Studies based on Coding. It also included Soft skills course, Effective Business writing.

ACHIEVEMENTS

_VOIS (January 2019) : Certificate of Excellence : For Efficient Drive and Contribution in Problem Management Delivery Area.

TCS – On the Spot Award

Tech Mahindra – Received Bravo Awards(2015 and 2017) for successfully handling major modules within short duration of joining it.

EDUCATION

B.E. (Electronics & Comm.)

College of Technology and Engineering(Govt), Udaipur (Raj.)

2007 - 2011

Final Grades (OGPA)

- 8.21

10

CBSE (Central Board)

2005

Percentage

- 94
- **Received Merit Certificate (among 0.01%) for marks obtained in Hindi (98/100)**

10+2

CBSE (Central Board)

2007

Percentage

- 88.6%