

## Pooja Vaish

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Golibar 7th Road, Near Khar Subway,  
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Maharashtra, India  
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## Objective

Seeking assignments in the areas of operations with a growing organization that offers a challenging environment where I can carve a niche for myself and effectively deliver towards contributing to the organization's target & aspirations.

## Skill Set

- MS Office- Word, Excel, Access, Publisher & Power Point Presentation & other tools.
- Worked on and have a sound knowledge of CRM, EPM (Enterprise Project Management), Solution manage Tool, SAP ERP, Sapphire, SAP Business One, HRMS, Salesforce application etc.
- A brief knowledge of resolving technical issues Level 1 & 2 Support
- Management Skills : Incident Management, IT Service Management, Application Support, Service Request, UAT ,BRD document preparing ,co-ordination with the vendors, Adherence of TAT.
- Technical Skills: SFDC SAP Interface, SFDC Administration.

**Certification:** ITIL certified from ITSM Technologies.

## Experience Summary:

A result oriented professional with over 04 year and 04 months of experience across IT & Telecom Sector. Have undertaken various roles starting from Service Coordinator for Network Techlab India Pvt Ltd, Project Coordinator for Embee Software Pvt Ltd, Accenture as IT Service Management coordinator in Service Management with Certified ITIL, **Presently** working with Lodha group of companies as a CRM-IT(Sales force Admin )

# Work History

## 1: Whitehat Junior

**Position: L2 Tech Support (Salesforce (SFDC) Admin)**

**(September 2020-Till date)**

### **Responsibilities:**

- Testing of the **Conversion Programs** and **Conversion Unit Test/ Validation test** for these programs.
- **Logging Change Requests** for enhancement in the project functionalities
- Performing **System Administration** Activities in SFDC.
- **Production Support**, Raising of production **issue/tickets** reported by users in SFDC
- **Administration Setup – SFDC**
- **Manage Users - User** – Creating new users, reset password for users & assign Users with role & profile.
- **Roles** – Creating the Role Hierarchy
- **Profiles** – Creating Accounts Admin
- **Fields** – Creating Accounts Fields
- **Objects**- Creating objects
- **Validation rules** – Task Validation rules, Account Validation rules etc.
- **Sharing settings** – Manage Sharing settings for accounts, cases, opportunities, Leads etc.
- Creating **Reports** using report type in SFDC
- Use **Apex data loader, Workbench, Salesforce Inspector**.
- Creating Booked account, Leads, Opportunities at CRM level
- Generating **Dashboards** using reports

## 2: Lodha Group of Company

**Position: CRM IT (Salesforce (SFDC) Admin)**

**(January 2019-Till date)**

### **Responsibilities:**

- **Creation of BRD(Business Required Documents)** by understanding the project requirement used for implementations Creating **Functional Specification Documents**
- Documenting **Test Scripts** to carry out the different scenarios pertaining to the technical object in scope of test.
- Carrying out System Integration Testing **SIT** and User Acceptance Testing **UAT**
- In case of **Conversion** projects **Data Mapping** between Legacy and SAP.

- Testing of the **Conversion Programs** and **Conversion Unit Test/ Validation test** for these programs.
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### **3: Accenture Services Pvt Ltd.**

**Payroll-2coms Consulting Pvt Ltd**

**rd**  
**(23 August 2018 – 31<sup>st</sup> December 2018)**

Accenture is a leading Global Professional services Company in India providing range of services and solution in strategy consulting, digital, technology.

#### **Position: IT Management Coordinator – Service Management**

**Responsibility:** Monitoring business operational services and report to the stakeholders and the resolution team as the issue reports so that it can be resolved as quickly as possible to minimize the impact to business operations. Responsible for Monitoring and coordinating all the activities performed on the application and report to manager if issue occurred.

- Executes the Incident management process tasks in adherence with global and local requirements. Monitor the help desk for high priority incidents (as the response SLA is involved) and to assign the incident to the right team by looking at the nature of the incident.
- Coordinates and manages Incident Management process activities across business and with external stakeholders.
- Handling incidents and escalating to senior SMEs when incident is not getting resolved within SLA.
- Responsible for complete process adherence and handling of incidents according to SLAs.
- Drives Bridge calls for major incidents till resolution.
- Working on SAP ERP for SAP Tickets for NON-SAP Using Sapphire and symphony Ticketing tool for checking the status of the Incident and its Resolution with concern team.
- Maintain Client and Corporate Records for Audits as per Clients, Accenture requirements.
- Reviewing All application monitoring and making Daily and Monthly Reports.
- In Case of Mismatch or Discrepancy in Monitoring or reports escalating it to senior SME's.

### **4. Embee Software Pvt. Ltd.**

#### **Position: Project Coordinator**

**(October 2017 to August 2018)**

##### **Responsibilities:**

- Call Logging(Service/Request/Project)
- Microsoft CRM for the case log Ticketing Tool.
- Using EPM (Enterprise Project Management) for Project Tracking.
- Preparing forecast report on daily basis
- Use tools to monitor working hours, plans and expenditures
- Raising Tickets with Microsoft if Needed.
- Raising Tickets with Fast Track Team for free implementation
- Coordinate project management activities, resources, equipment and information
- Break projects into doable actions and set timeframes

- Liaise with clients to identify and define requirements, scope and objectives
- Assign tasks to internal teams and assist with schedule management
- Maintaining Quality Reports on the Daily basis and publish to all the managers.
- Attending client's call with Team managers and making the MOM (Call Minutes) and publish.

## **5. Network Techlab Pvt. Ltd.**

**Position: Service Coordinator**

**(April 2016 to October 2017)**

### **Responsibilities:**

- Call Logging(Service/Request/Project)
- Microsoft CRM for the case log Ticketing Tool.
- Using EPM (Enterprise Project Management) for Project Tracking.
- Preparing forecast report on daily basis
- Use tools to monitor working hours, plans and expenditures
- Raising Tickets with Microsoft if Needed.
- Raising Tickets with Fast Track Team for free implementation
- Coordinate project management activities, resources, equipment and information
- Break projects into doable actions and set timeframes
- Liaise with clients to identify and define requirements, scope and objectives
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**Achievements:**

- Appreciations received from Clients for providing best support.
- Received motivations incentives.
- Received Certificate for "Customer Support"
- 100% adoption to the users for the updated SFDC version i.e sales force lightning version.(Approximately 200-250 Users)
- In the Current Company received an appreciation for the performer of the month.

**EDUCATIONAL AND PROFESSIONAL DEVELOPMENT****MBA (OPERATIONS) 2020**

Welingkar Institute of management development & Research (Matunga)

**BSC (IT) 2015**

Khar Education Society College of Arts, Science & Commerce

**HSC 2012**

Khar Education Society College of Arts, Science & Commerce

**SSC 2010**

BPM high school

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**Date of Birth:** 12<sup>th</sup> November 1994

**Linguist Proficiency:** English, Hindi, Marathi.

**Pooja Vaish.**