

[Sujeet Kumar Mohapatra](https://goo.gl/ogSxvs)

Certified Salesforce Admin - 18247879

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# objective

Having an overall experience of 7 yrs. Highly-skilled, bringing more than 5 years in SFDC and 3yrs as an Salesforce Business Analyst. Completed more than 2 End- End Projects.

# Experience

Deloitte Hyderabad

Sr. Business System Analyst May’2018 till date

Project #1: Tagging Functionality

Tagging in business, is to tag the Must-win opportunities which are very important for business to win and converted it to a customer or engagement.

* Prepare an analysis document for the business and the impacted areas to fill
* Working on the different mitigation plans and providing a overall blue print to the clients/stake holders
* Working on the impacted objects, reports , dashboards, workflows, Apex classes, lightning components and VF pages.
* Created objects and batches were the tag assignments with tag can be created and updated automatically with schedule batch job.
* Worked on creation of Dashboard in Lightning, Wave(Einstein Analytics) and Reports, Lens
* Involved in scrum meeting & follow agile.
* MR cycle is of which covers UAT, SAT, Dev and Prod Deployment.
* Two release cycles run simultaneously
* Closely work with development and testing team to provide all the business requirements.

Project #2: Taxonomy Changes

* These changes are year activity changes with respect to Clients and industries.
* Testing and BA review is required for the new changes which take place.

Project #3: Executive Dashboard

* Overall dashboard for all Executive to track the business
* Health Pipeline , Sales Trend , Pipeline by Business
* Wave Dashboard Testing for Executives
* Einstein Analytics

Commvault Hyderabad

Business System Analyst Sept’2017-May ‘2018

Project #1: Xxelerate Bonus

* Worked with developers and partner to develop a tool called Xxelerate program.
* We created these spaces to showcase savvy sales tactics, celebrate our success and drive strategic wins.
* We have more than 8000 competitive accounts populated in salesforce.
* We have done our initial findings from both Competitive Intelligence and recent wins where we replaced our competitors.
* Created a Win story program through workflow and approval process for a deal where sales rep add there story, how they compete and won against our competitors.
* Conducting a weekly call with System Admin and CRM Admin team to find out the trending queries and finding out the solution for it.
* Assigning task to Admin team and follow up with the team to complete the tasks in projected period of time.

Project #2: Key Initiative

Project #3: Remodeling of Opportunity Page

Project #4: Updating of Case Management Workflow

Project #5: Opportunity Page Decoupling

Commvault Hyderabad

Salesforce CRM Admin Apr’2017- Sept’2017

* Assigning licenses and setting up the access through profiles and permission sets.
* Taking on cases coming from user and sales rep from entire Commvault community.
* Working of FAQ’s, migrating data from salesforce classic to lighting.
* Converting personal email id’s to partner email id
* Converting personal email id’s to Portal and official email-id’s
* Campaign management and adding contacts.
* Working on Demand tools, Workbench and Data Loader.
* Raising a bug on JIRA with Expected Behavior and Present Behavior.
* Testing Partner Portal pages.

Prolifics Hyd

**Salesforce Admin & Staffing** Mar’2016 – Mar’2017

* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Responsible for enabling network-based security and organization-wide list of trusted IP address.
* Created the workflows for automated lead routing, lead escalation and email alerts.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Responsible for creating Sharing rules among all the users in Different Roles and Subordinates.
* Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects.
* Used it to read, extract, and load data from comma separated values (CSV) files.
* Creation of sobjects, Fields, Tabs and Apps Creating & Managing Users.
* Roles& Responsibility, Public Groups, Profiles Resetting of User Password.
* Security checks, sharing setting, Login Flows, Field Accessibility Html templates, Email management, Email Alerts Data Management - Export or Import of data through Imp/Exp Wizard, mass deletion, Data loader.
* Domain Managements, Session Setting, Session Management, IP Tracking history Analyzing Login History, Login Access Policies, Adding IP's to Network Access, Chatter Configuration, Outlook Configuration, Adding Company information, Business hours, Holidays, Fiscal Year, Data Import Wizard, Data Export (Schedule Export), Apex & Jitter bit Data Loader, Schema Builder, Validation Rules, Triggers, Work Flows, Big Deal Alert, Record Type , Field Accessibility, Permission Set , Reports & Dashboards, Creation of Sandbox

**Accomplishments**

* Developed SOW(Statement of Work) tool individually, which tracks all the details of the clients. This ideally helped the company to track and find out the exact turnover from the successful opportunities.
* BI **Talend** tool Integration with **Salesforce** (Business tool) and **Projector** (ERP Tool).

Global Logic Pvt. Ltd Hyderabad

Salesforce Admin/Associate Lead Feb’2013-2015

Project #1: GEOATS

GEOATS - Attendance tracking System Support (ERP)

Description: Tracking of man-days to formulate reports of Individual ops and to calculate the incentive and stack ranking.

* Creation of custom business application in salesforce, according to the business requirement.
* Creation of custom Apps & Tabs, Setup of Company Org in Salesforce i.e. Company profile and other Billing details for Fiscal year.
* Validation Rules, Workflows (Criteria & Formula Based), Creation and modification of fields and Page layout, workflows, Reports, Dashboard, custom objects, fields, custom tabs, Email Alerts, Triggers, Html forms and pages as per the as per the requirement.
* Creation of accounts, contacts, providing field level security and managing users. Preparing global policy for the client company and integrating with maps and ensuring quality work is provided to the Client with total satisfaction.
* Creation of HTML Templates for email alerts, workflows, approval processes, Field Dependencies, Field Level Security, enabling the developer mode for the users.

Creation of sobject, Company Profile Customization, Opportunities, Campaign Management

Sr. QA Analyst Hyderabad

Maps Testing Dec’2012 – Feb’2013

* Worked on RMI issues, integrated with "Google mail" and "Yesware tool" with a Salesforce account.
* Finding out the ratio of user stepping in from different countries with different categorizes
* Resolving the cases being raised clearing them before the SLA.

**Analyst** Feb’2012 – Dec’2012

* Dremel-Database tool to maintain only Google user details.
* Worked on Google mapping tools (Atlas and Agora) which is a backend mapping tool for GMM and Desktop Maps.
* Resolved issues raised by the end user after analyzing.
* Getting policy clarification from CSPEC.
* Maintaining data from Issues Page (Front-end Web SQL).
* Checking all the teams Quality and Working on the error impacted area.
* Working on enhancement of the tool by adding FR's to the engineering team.
* Maintaining good quality for better output.
* Initiation for better ideas to improve project efficiency and increase quality.
* Achieving targets as per client requirement.
* Flexible in working environment and getting solution for issues.

# Education

Murthy Institute of Technology & Science Hyderabad

Computer Science Engineering 2007-2011

Secured 61% in B.Tech, JNTUH

**Personal Details**

Name : **Sujeet Kumar Mohapatra**

Father’s Name : S C Mohapatra

Nationality : Indian

Languages known: English, Hindi, Telugu,& Oriya.

I hereby declare that the above mentioned details are true to the best of my knowledge.

**Place: Hyderabad Sujeet Kumar Mohapatra**