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Summary of Skills:

Salesforce certified professional having expertise in working with Salesforce Service Cloud, Salesforce Sales Cloud & different phases of the software development life cycle including Requirement gathering, Design and Development. Exposure on Salesforce administration, Development, FSL (Field service lightning), Apex Programming, Apex triggers, SOQL, SOSL, Flow builders, Standard & custom Objects.

Work Experience:

Project#1 : WFM.
Company Name : Lumen Technologies.
Duration : (May 2019 – Present)
Designation : Software Development Consultant 1
Environment:

Salesforce Service Cloud, FSL (Field Service Lightning) Mobile App, FSL Managed Package, Dispatcher Console, Flow builder, Force.com Explorer (Workbench), Force.com Data loader, Service Cloud Admin, Apex classes, Apex Triggers, API Integration.

Description:

The WFM (Work Force Management) is a Salesforce Service Cloud application. This Application deals with the Service resource/technician assignment to the scheduled Service Appointment of the buy flow process for the Quantum fiber installation of Lumen Technologies. This application works in Field Service Lightning (FSL) which is an extension of Service Cloud that provides a comprehensive view of workforce management. This is used to help organizations better track customer service calls from the call center agent, through the dispatcher console, to a completed service appointment from the mobile employee.

Roles and Responsibility:

- Supported the implementation of customized SFDC solutions that include Lightning components. Includes developing a thorough understanding of the business requirements then applying industry best practices and detailed knowledge of the software to design and build an optimal solution that supports the business process and meets or exceeds functional requirements.
- Provided system administration support for internal and customer-facing Salesforce environment, especially related to customized applications, user permissions, security settings, custom objects, and workflow
- Defined high level solution designs to address business needs using APEX coding skills with declarative interface.

- Written test classes for code coverage, did code review and approved changes from other SFDC platform users.
- Installed FSL managed package and guided setup configuration.
- Configured Service Rules and Objectives in support of Field Service business processes & Worked in setting up FSL data models.
- Created and customized various Work Orders, Work Types, Work Order Line Items, Products, Product Items, Assets & Service Appointment.
- Kept track on the Work Orders & Service Appointment Status and assignment of Service Resource to same with the help of Dispatcher console.
- Worked in FSL Mobile App and its various features like Custom branding, Configurable layouts, Configurable actions, Geolocation tracking etc.
- Created Maintenance Plans for the products installed and configured the frequency of the Service visits, also configured the Service reports with designing the Work Order and Work Type template which is autogenerated when mobile workforce completes the Service Appointment.
- Customized the Page Layouts for the Various FSL Objects like Work Orders, Work types, Service Appointment etc. Worked & customized various FSL Standard Objects like Service Resource, Service Appointment, Work Order, Service territory, Work Type, Work Order line Items etc.

Project #2 : RCR.
Company Name : Lumen Technologies.
Duration : (June 2018 – May 2019)
Designation : Software Development Consultant 1
Description:

The RCR (RealTime Customer Relationship) is a Salesforce Sales Cloud application. This Application deals with the sales of the high-speed fiber product. It is the mid layer of the buy flow process for the Quantum fiber installation of Lumen Technologies.

Roles and Responsibility:

- Effectively designed a scalable solution to meet business needs and participate in system/account configuration when necessary.
- Provide detailed estimates of the level of effort associated to implement capabilities based on business requirements and solution design.
- Manage daily support and maintenance of internal Salesforce instance and conduct long-term improvement operations to ensure compatibility with evolving mission requirements.
- Normalize data provided by business analysts for import into Salesforce.com. Provided Administration and support of Salesforce. Created custom reports and report types.

- Logging and managing identified problems and provided the resolution. Supported the Salesforce integration with other applications
- Managed the user base, licenses, profiles, and user information. Worked on System deployments into Production.
- Administrating the Salesforce implementation to support the userbase & Proficiently created Salesforce profiles, allocating roles, and managing access.

Certification:

1. Salesforce Certified Administrator.



2. Salesforce Certified platform Developer 1



Computer Skills:

O.S Known: Windows (XP, 7, 8, 10), UNIX.

Microsoft Office: Word, Excel, PowerPoint.

Programming /languages: Core Java.

Databases: MySQL, Oracle.

Academic Qualification:

Education : B.E (Electronics and Communication)

Institute / University : RGPV University Bhopal (MP)

Personal Information:-

Nationality : Indian

Date of Birth : 09 July 1993

Language Known : English, Hindi.

Declaration:

I hereby declare that the above information is true to best of my knowledge and I bear full responsibility of the authenticity of the particulars mentioned above.

Place: Bengaluru.

MAYANK PAYASI
(Signature)