



MOUMITA SAHA

<https://trailblazer.me/id/moumitasaha1994>

SALESFORCE
CERTIFIED

Administrator

WORK EXPERIENCE

Application Developer for
Cognizant since 27th Dec,
2016

CERTIFICATIONS

- **Salesforce Certified Administrator (Certification Number: 21494134)**

KEY SKILLS

Technology & Tools

- SFDC
 - Salesfore CRM
 - Force.com
 - Data Loader
 - WorkFlow & Approvals
 - Reports & Dashboards
 - Custom Objects, Apps
 - AppExchange
- Lotus Notes & Domino
 - CLient & Designer
 - NSFDB2
- BMC Remedy Tool

Languages

- Apex
- SOQL
- SQL
- Lotus Notes Formula Language

PERSONAL PROFILE

Extremely motivated to constantly develop my skills and growing professionally. I am confident in my ability to come up with interesting ideas for achieving deliverable.

SKILL SUMMARY

- Experience in implementing CRM solutions on SFDC Platform
- Experienced in Creating Roles, Profiles, Validation Rules, Email Services, Page Layouts, Workflow Alerts and Actions, Process builder and Approval Workflow for implementing complex business process automations, Desktop and Mobile Administration
- Worked extensively on various Salesforce.com standard objects (like Accounts, Contacts, opportunities, etc.). Strong understanding of Security Controls for implementing security such as sharing rules at object, field, and record level for different users at different levels of organization
- Others: Microsoft Office (Word, Excel, PowerPoint)
- Re-engineered and modularized existing client system according to business rules
- Have excellent client interfacing skills & communication skill
- Handling client visit (including security audit), Fulfilling responsibilities of ODC Manager like managing seats, accesses, setup of new ODCs across various locations in India.

PROJECT EXPERIENCE

Residential Sales assets

Introducing Data Quality Standards for date clean up requirement for existing database. Adding new users, handling multiple requests from Marketing to bring the users in line with branding requirements. Configuring UI components to help the concerned team be successful

Role and Responsibility:

- Removing duplicates and fixing out-of-compliance records
- Created users and managed access
- Created dashboards and the background reports [summary, matrix] for these dashboards
- New email templates for marketing needs - Configured email signature and set up two pre-configured emails i.e. Letterhead, Welcome & Standard Correspondence emails for the potential and current customers' inboxes.
- UI tolls configuration for new product type
- Configured Sales process (with stages) and record type to associate with Sales process
- Managed and applied Chatter tools for queries and conversation among members of the team that is shielded from the broader organization

ACHIEVEMENTS

- Selected for **Orbit Shifter** Program by Cognizant
- Received '**Diamond in the Rough**' Award from Cognizant
- Salesforce Trailhead "**Mountaineer**" rank
- Several client and internal appreciations for dedication and performance

EDUCATION

BP Poddar Institute of Management and Technology,
2016 (B.Tech ECE)

SolarBot Acquisition assets

- Curation of legacy SolarBot reports, design new reports, create an executive dashboard, manage reports and dashboard access, and display data on records and in an app.
- Granting report folder access only to existing public groups, based on specific requirements.

Role and Responsibility:

- Administered report and dashboard visibility and access, Reports using this solution includes SolarBot information, whether SolarBot Status records is present or not. The SolarBot might not be activated yet.
- Applied report types and fields
- Report filters, cross filters and logic
- Report buckets and groups, Custom summary formulas
- Developed Dashboards and Schedule the Report & Dashboard for management and to the entire department.
- Created dashboard components (comprising Vertical Stack bar, Chart, Metric)

Data retention and encryption policies

- To comply with government financial regulations, data retention and encryption policies had to be implemented.
- Strict access policies implementation for remote workers and mobile devices
- Remote workers must use VPN to access Salesforce. All mobile users must use two-factor authentication (2FA)
- Passwords must be reset every 90 days with set of rules.
- Set up permission rules and restrict access for different user of the organization based on requirements.

Role and Responsibility:

- Set object-level security settings to control which users can access which objects
- Set record-level security settings to control which users can create and edit specific records
- Set appropriate password policies to comply with security best practices
- Track field-level changes to meet data retention requirements
- Set report, dashboard, and public list view security settings to grant appropriate privileges to users
- Set up two-factor authentication to enhance user login security
- Describe capabilities to track changes to Salesforce settings

PROFESSIONAL STRENGTHS

- Good Interpersonal Skills
- Flexible and Quick Learner
- Excellent Grasping Power

HOBBIES

- Organizing events
- Exploring the Web

CONTACT ME AT

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Rewards & Recognition (RnR) Tool

- RnR is a web based application used to accolade client employees with rewards. It is available in three languages and those are:English, Spanish and Portuguese.
- This application will allow R&R stakeholders to nominate the employees for different categories of awards, then shortlisting of employees and approving the final awardees.
- Tag award points to the award recipients and will also maintain the cumulative awards points for each employee.

Role and Responsibility:

- Understanding the business rules from Functional Analysis Document.
- Web Designing based on client needs and documentation.
- Developed the application & coding (back-end: .NET MVC, front-end: HTML, CSS, JavaScript).
- Unit testing and UTC preparation.
- Testing of developed components & preparation of test logs.
- Fixing bugs and handles PROD Issues.
- Client Interaction

Lotus Notes Applications' support

Almost 500 applications are supported, which are used by Client to maintain their work (for example on-boarding new employees,raising new software request, finance, creating customer incidents, employees exiting company etc.).

Role and Responsibility:

- Supporting Lotus Notes technology based Customer-facing Applications based on various locales.
- Providing/Revoking access to the applications via Notes Client (access group documents/ Access control list)
- Updating various field of web applications from back-end using Notes Designer (Lotus formula)
- Transferring knowledge to client on how to access applications, managing application data
- Grooming new team members on technical and client interfacing skills
- Monitoring ticket SLA, creating new tickets on behalf of application users, creating & uploading knowledge articles via BMC Remedy Tool
- Preparing Bi-Weekly Status Report" of tickets raised by Lotus Notes Technology based applications users globally