## **Asima Mohanty**



### Contact

Address: Mississauga, ON, Canada

**Phone:** +1 860-904-3954

Email: asima.mohanty1981@gmail.com

Linkedin: www.linkedin.com/in/asima-

mohanty-8609043954

### Summary

Seasoned Functional consultant having more than 14+ years' of experience with utility industries across North America, specializing in Customer service business function. Well-versed in numerous packages including, Salesforce (Classic & Lightning), Click Software, IEE 6.x. Strong background in project management and customer relations.

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**Quality Management** 

Communication

### **Skill Highlights**

- Project management
- Business Analysis
- Stakeholder Management
- Problem solver

# Training & Certifications

- Certified Salesforce Administrator (Credential ID 21161159)
- Trailhead profile < https://trailblazer.me/id/amohanty17 >
- Pursuing training in Salesforce Service cloud and Field Service Lightning.
- Certified Associate Consultant for ClickSchedule
- Certified Utility Business Professional from Enerdynamics
- Trained Business Analysis Professional
- Certification in Advanced Metering Infrastructure from Infosys AMI CoE

### Education

Bachelor of Engineering: **Computer Science** – 2003 **BPUT University**, India

### Experience

#### Salesforce Admin and Platform Developer Trainee- 09/2019 to 12/2019

Connecticut USA

- Hands-on with projects involving
  - o Data modeling, Data management, Data security, User Management, Custom objects, roles, profiles.
  - Process Automation (Workflows, Process builders, Lightning flows)
  - Reports and Dashboards
- Service Cloud
  - Well-versed with Service Console
  - o Case Management (Web-to-case, Email-to-case), Case routing,
  - o Knowledge Management

#### IT Business Analyst - 03/2017 to 05/2019

Client: Eversource Energy, Connecticut USA

- Eliciting and documenting business requirements
- Working with the technical team for developing technical design documents
- Establishing test cases and execution of tests as required.
- Assisting in preparation of deployment document
- Co-ordination with multiple stakeholders at client side.
- Change Management and Resource Management

#### Techno-functional Consultant - 07/2012 to 05/2013

Client: PNM Resources - TNMP (Texas Elec. Transmission and Distribution Company), India

- Analyzed the business needs and the system requirements.
- Led a maintenance team to ensure proper functioning of the Itron MDM System and correct processing of critical business data with zero or minimal data loss.
- Root cause analysis of defects.
- Tracked the defects up to closure in the defect management system.
- Helped in Hotfix installations
- Carried out integration and regression tests post each version update/ hotfix installation.

#### Senior Consultant - 11/2008 to 01/2012

Client: San Diego Gas & Electric (SDG&E), San Diego, USA

- Requirement Elicitation
- Coordination with multiple stakeholders for formulating the Integration Test Plan
- Application/Integration Test Execution
- Tracking and monitoring the activities of team
- Project Status tracking and reporting to the Program Manager
- Defect analysis and conducting triage meetings
- Tracking the defect in HP Quality Center up to closure

#### **Functional Test Lead** – 03/2008 to 11/2008

Client: Itron Inc., Raleigh, NC, USA

- Application Testing
- Defect reporting and tracking those to closure.
- Coordination with the offshore team as a single point of contact for the clients

#### Java/Smalltalk Developer – 04/2005 to 02/2008

Client: Florida Power & Light, USA

- Requirement Analysis
- Coding & Unit Testing
- Integration Testing