**Snata Priyadarshini**

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**SUMMARY OF EXPERIENCE**

* Having 4.6 years of professional experience in IT Industry, with 2 year experience in Visualization tools like Tableau and with 2 years of experience in Salesforce CRM as Developer/Admin in both classic and lightning environment and around 1.6 years of experience in development and implementation using Oracle SQL & PL/SQL under Windows XP, Unix Environments.
* Design and development of BI reports / dashboards using Tableau visualizations like Dual Axis, Bar Graphs, Scatter Plots, Pie-Charts, Heat Maps, Bubble Charts, Tree Maps, Funnel Charts, Box Plots, Pareto Charts, Gantt Charts, Geographic Visualization and other making use of actions, other local and global filters according to the business/client requirement.
* Extensive experience in various Tableau Desktop objects like Measures, Dimensions, Folder, Hierarchies, Extract, Filters, Context Filter, Calculated fields, LOD, Sets, Groups, Parameters, Blending and Trend lines.
* Strong knowledge in Salesforce Administration and Customization, Data Validation, Sales, Marketing, Customer Service and Support Development team.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, SOQL
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Experience with data security using OWD, Role, Public Group, Permission set
* Experience in data migration with data loader
* Experience in Deployment using Change Sets
* Having database experience using Oracle 9i, SQL, PL/SQL, Stored Procedures, Functions, Exception Handling, Constraints, Triggers, Index, Views and Inline views.
* Experience in creating detailed process documentation and deployment process on issues for future follow ups.
* Excellent leadership and interpersonal skills, team player with ability to work effectively with all levels of organization and individually as well.
* Good in understanding of business logic and having good client interaction skill.

**TECHNICAL SKILLS**

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| **Tableau** | Tableau 10.x |
| **Salesforce** | Workflow& Approvals, Reports, Dashboards ,Custom Objects |
| **Applications Tools** | Tableau Desktop, Tableau Server ,Force.com IDE, Data Loader |
| **Languages** | Apex, SQL, PL/SQL, Unix |
| **Databases** | Oracle 9i |
| **Operating System** | UNIX, Windows XP, Windows 7 |
| **Business Domains** | Banking and Retail |

**PROFESSIONAL EXPERIENCE**

* Worked with Accenture from April 2015 to October 2019

**EDUCATIONAL BACKGROUND**

* Bachelors of Technology Applied Electronics and Instrumentation (BPUT, ITER, Odisha) in 2014

**PROJECT EXPERIENCE**

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| **1.** | **Project** | **:** | Ally Financial |
|  | **Duration** | **:** | May 2016 to October 2019 |
|  | **Technology** | **:** | Salesforce, Apex Data Loader |
|  | **Role** | **:** | SFDC Developer |

**Description:**

Ally financial provides car finance, online banking via a direct bank, corporate lending, vehicle insurance, mortgages, credit cards, and an electronic trading platform to trade financial assets.

Part of the application customers interact with Ally agents through call center/email to get information regarding the Loans/Lease/Rental details of the vehicles. Ally designed the application to track the every support case raised by the customers and vendors. These entire requests cases are brought into data warehouse and then analytical reports have been built to properly gauge in flow of cases to allocate resources accordingly for timely closure and to improve operational efficiency.

**Roles & Responsibilities:**

*Tableau*

* As Application Developer, Worked with Business Analyst and the Business users to understand the user requirements, layout, and look and feel of the application to be developed.
* Created Complex ad-hoc Reports, Sub Reports, Linked Reports, Charts, Drill through, and Drill down Reports.
* Generated Dashboards with Quick filters, Parameters and sets to handle views more efficiently.
* Designed and developed various analytical reports from multiple data sources by blending data on a single worksheet in Tableau Desktop.
* Created context filters and used performance actions while handling huge volume of data.
* Implemented action filters, parameters, calculated field and set for preparing dashboards and worksheets.
* Used Groups, combine fields, calculated fields, and aggregated fields and spotlighting to compare and analyze data in different perspectives.
* Participated in the User Acceptance Testing. Involved in doing negative testing of the application.
* Developed dashboards in Tableau Desktop and published them on to Tableau Server that allowed end users to understand the data on the fly with the usage of quick filters for on demand needed information.
* Provided support & conducted trainings, Power Point presentations to educate Tableau Business users. Involved in the implementation of extensive documentations process improvements.
* Write SQL queries and execute data validation scripts to validate data

*Salesforce CRM*

* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for lead escalation and email alert
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Worked on Configuration and customization of Customer Community using Salesforce Tabs and Visualforce template
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Maintained and gave permissions to communication templates based on Profiles.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Worked on data migration from databases to SFDC using Data Loader.
* Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Developed several Triggers, Apex classes and Visual force pages as part of the application development
* Experienced in use of Standard and Custom controllers of Visualforce in development of custom Salesforce pages.
* Handled the deployment activities both in Production and Lower environments

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| **2.** | **Project** | **:** | Argos |
|  | **Duration** | **:** | Apr 2015 to Apr 2016 |
|  | **Technology** | **:** | Oracle 9i, Unix |
|  | **Role** | **:** | PL/SQL Developer |

**Description:**

Argos is a British catalogue retailer operating in the UK and Ireland, and a subsidiary of Sainsbury's. The company trades both through physical stores and online, with over 750 stores and 800 million website visits a year, making it one of the largest high street retailers online in the UK.

This project is designed and developed to show the statistics of all the products that are sold according to the product category and the revenue generated by the respective products. The Revenue Collection statistics for all the products that are sold are shown in Segment, State, Products, and Local Councils etc. Primary objective of the project is to enable business users to generate reports from database with ease

**Roles & Responsibilities:**

* Involved in the whole life cycle of the project.
* Involved in database Packages, Stored procedures, Cursors, Custom SQL queries on Oracle 9i
* Plan and supervise the daily activities of the application support and scheduled process to run every month to populate monthly data to the target database, also maintained log data.
* Database Query tuning and Implementation and generating of unique keys for composite attributes while loading the data into Database.
* Involved in resolving production problems for the applications and ensure all support service level agreements are met.
* Modify Unix scripts for scheduling various data cleansing scripts and loading process
* Participated in discussions with Team Leader, Group members and Technical experts to resolve the project specific code issues.

**SIGNIFICANT HIGHLIGHTS**

* Received client appreciations and performance points from leads on multiple occasions.
* Completed ACN-Retail Industry Generalist Certification in 2017
* Part of the Corporate Social Responsibility team in Accenture, organized and actively participated in CSR events. Also, editor of project’s (Argos) newsletter.