Priyanka Dutonde

2X Salesforce Certified | 1X Salesforce Hackathon winner

Profile Summary

- Extensive experience in Salesforce CRM system since 5 years.
- Experience with Configuration, Support on Salesforce.com platform.
- Hands on experience with CPQ, setting up pricing rules, product rules, package settings, pricing methods, advanced approvals.
- Advanced knowledge on reports and dashboards setup.
- In-depth experience in CRM business processes from Sales, Service clouds.
- SFDC Configurations – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Workflows, Process builders.
- Used different data tools – Apex Data Loader, Data Import Wizard, SFDC Data Export and Mass Delete.
- Experience in creation and managing sandboxes.
- Deployment of metadata using change sets.
- Diligent at work and a team player with excellent interpersonal and digital communication skills.

Certifications

- Salesforce Administrator
- Salesforce Copado Administration

Project Experience

SALESFORCE REALTIME SUPPORT

TEAM SIZE: 4	**COMPANY:** RED HAT INDIA PVT. LTD.

- Responsibility of user creation and their analysis.
- Creating reports, dashboards as per the business specifications.
- Exporting/importing data to and from Salesforce org.
- Supporting user queries on Apttus CPQ.
- Finding defects from Salesforce/CPQ ecosystem.
- UAT Testing with positive/negative use cases.
- Creating and updating business requirement documents.
- Interacting with Tier 1/Dev team to pass on development stories.
- Supporting ad-hoc activities.

SALESFORCE ADMINISTATION

TEAM SIZE: 5	COMPANY: SYMENTEC SOFTWARE PVT. LTD.

- Resolution on cases raised by internal users/partner/clients.
- Working with Jira system to create user story and passing them to development team.
- Handling interaction with client regarding cases raised by them.
- Working with reports and dashboards.
- Hands on experience with data load activities.

SALESFORCE ADMINISTATION

TEAM SIZE: 3	COMPANY: JADE GLOBAL SOFTWARE PVT. LTD.

- Setting up workflows for email automation on opportunity object.
- Setting up validation rules to prevent submission of data based upon business requirements.
- Able to setup web-to-lead form for capturing lead information from website.
- Configuration of assignment rules to assign cases to queues based upon business criteria.
- Setup an application with the help of custom objects, custom fields, page layouts, field level permissions, profiles, permissions sets.
- Participation in deployment activity.

Work Experience

RED HAT INDIA PVT. LTD.

- Perion: 23rd Dec 2019 to Present
- Experience: 2.11 years
- Designation: Salesforce Sales Operation Analyst-3

SYMENTEC SOFTWARE PVT. LTD.

- Perion: 8th Feb 2018 to 4th Dec 2019
- Experience: 1.7 years
- Designation: Salesforce Admin

JADE GLOBAL SOFTWARE PVT. LTD.

- Perion: 20th June 2016 to 3rd Nov 2017
- Experience: 1.5 years
- Designation: Salesforce Associate Analyst

Skills & Abilities

- Salesforce Sales Cloud
- Salesforce Service Cloud
- Salesforce CPQ
- Apttus CPQ
- Oracle Forms

Achievements

- Hackathon winner at first place – Held by Cloudalyze

Education

- Shri Sant Gajanan Maharaj College Of Engineering, Shegaon

Contact Details

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