**Satyabrat Mohapatra**     

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**Summary:** Looking for a challenging and progressive career in the organization where I can share my knowledge and experience towards the growth and development of the organization.

+ Salesforce Certified Platform Developer 1

+ Salesforce Certified Administrator (ADM-201)

+ Salesforce Certified Service Cloud Consultant

+ Conga CPQ Product Administration, Level 1

+ Certified ScrumMaster (CSM)

+ ITIL Foundation Certification.

* + Total 12 years of IT experience with 8 years of professional experience into Salesforce eco-system.
  + 2+ years of experienced Application and System Architect specialization in designing and delivering SaaS solutions using Salesforce Sales & Service Cloud technologies.
  + Experience in analysis, coding and implementation of Business Applications.
  + Experience in developing applications using Force.com, Apex, Visualforce, SOQL, Trigger.
  + Experience in Salesforce development technologies, security, process builder, flow, workflow, Lightning, Community, REST.
  + Expertise in creating project management plan, Scope, Time & Cost plans.
  + Participate in workforce management, involved in employee scheduling, internal employee rotations/cross-training efforts, and performance management.
  + Effectively apply best practices and methodologies, enforce project standards according to Salesforce best practices.
  + Manage SOW/Work orders, estimation analysis and resource allocations.
  + Salesforce practice setup, Team building, Hiring and grooming team members of size up to 100 members.
  + Core competencies in Customer Relationship Management (CRM), Salesforce, Product Configurations, Solution Architecture, Solution Delivery, Competitive Analysis, and System Integration.
  + Having **Overseas experience with Customer facing interaction** for requirements elicitation and created BRD for Salesforce.com implementations.
  + Experience in data migration activity by using Data Loader, Import Wizard, Workbench and Salesforce Inspector.
  + Knowledge in CPQ
  + Customer facing experience in India, Spain, Finland, Singapore & USA
  + Experience in Siebel Configuration, Workflow & e-Script and Product Administration.

**Professional Experience:**

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| **Periods** | **Organization** | **Role** |
| **May 2021 to Mar 2023** | **Wipro Limited** | **Sr.Technical Lead** |
| Aug 2016 to May2021 | Capgemini India Pvt.Ltd. | Sr. Consultant |
| May 2014 to June2016 | NTT DATA GDS. | Sr. Consultant |
| Oct 2012 to May 2013 | Diverse Lynx India Pvt.Ltd. | SSE |
| Aug 2009 to Sept 2012 | NIIT Technologies Ltd. | SSE |
| Mar 2008 to Aug 2008 | Net Hawk Networks India Pvt. Ltd. | SE Level-1 |

**Technical Skills and expertise:**

* Technical and Solution designing.
* Low level impacts and risks analysis
* Org wide best practices and coding guidelines implementation and setup
* Integrations using REST and SOAP
* Lightning Aura components
* CRM Tools Salesforce and Siebel
* Tools know Uncenter, Jira, IBM Lotus Notes, Dev-Xpress, HP-QC, CITRIX

**The details of the various assignments that I have handled.**

**Project: NPI2CASH**

**Client:** **Philips**

**Teams:** System, CFD and currently working in eDMR tool and Data Migration activity.

**Role & Responsibility:** Leading the Team. Involved in requirements gather, design, code, debug, analyses performance.

**Project: PSA Customer First**

**Client:** **PSA**

**Project Description:** PSA has implemented Customer FIRST program to manages Sales, Service cloud & Community cloud. They have different sub module like Transversal, Leads Management, Opportunity & Order Management.

**Role & Responsibility:** Team Lead, Discussion with Run Team on various issues & new Releases. Involved in CR, development & maintenance activity. Create Release Notes & pull request for deployment activity. Weekly status report with Management Team about team & project.

**Project: SMA Redesign**

**Client:** **TEC**

**Project Description:** SMA (Sales Marketing Automation), simplify the Opportunity creation process and display MQL (Marketing Qualified Leads) Flag on Contact Roles that will be associated to right contacts.

**Role & Responsibility:** Module Lead, Individual Contributor

**Project: THOR WEB Forecast**

**Client:** **CG Internal**

**Project Description:** Forecast works on refreshed and updated opportunity data. Proposed solution doesn’t update forecast values immediately after an opportunity is created or updated because the overhead and the risk for failures in the calculation is huge taking in consideration existing THOR opportunity management process. Instead the option to refreshed is available to the user that can manually force an immediately refresh avoiding the need to wait for THOR to calculate in the background. Background calculation is executed periodically to keep values updated.

**Role & Responsibility:** Team Lead, Salesforce Developer

**Project:** **JLR Trident CRM**

**Client:** **Jaguar Land Rover from Tata Motors**

**Project Description:** Trident CRM will include a two-way integration between Salesforce and the Siebel DMS supporting Indian JLR retailers. The Salesforce user initiates the sending of Opportunity and related Account/Contact information to the Siebel DMS at the relevant point in the business process.

This sets up the relevant data in Siebel DMS for those users to continue the business processes of undertaking Test Drives, quote provision, Customer Commitment, and Invoice settlement. As each process is completed in Siebel, so Stage information is passed back to Salesforce where the original Opportunity record is updated.

**Role**: **Hyper care & Sales force Consultant**

**Responsibilities:**

* Responsible for consulting and providing end to end solution to optimize and streamline business processes by utilizing IT experience and advanced technologies.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created various Custom Objects, **Custom Settings**, **Custom Labels**, Validation rules, Record types, Custom Tabs, **Workflow rule** and approval process including Field updates and email alerts.
* Created various Page layouts and configured Page layout assignments for various profiles based on record types.
* Created Sharing Settings on different objects to reflect the business logic.
* Setup **Partner user** and **NSC User** as per client request.
* Update Hyper care call regarding new issue.
* Involved in business process reviews.
* Involved in client interaction for discussing the various issues.

**Project: ARUBA AMS**

**Client: ARUBA**

Project Description:

The support for the Aruba Networks Sales Force instance was given by Aruba networks In house IT team from US. The following were the business challenges that Aruba Networks was looking to address:

Provide Level 1,2,3 support for the critical and Production Issues.

Provide solutions and implement changes and enhancements as required by the business.

Role: Sales force Consultant

Responsibilities:

* Created user Roles and Profiles, security controls and shared settings.
* Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
* Worked on various Salesforce standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Implemented field level security, profiles and system audit trail setup.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Worked on various Salesforce standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflows like email alerts and field updates.

Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.

**Project: Vodafone 1SF**

**Client: Vodafone**

Project Description: Implement Sales cloud.

Responsibilities:

Conduct business requirement reviews and analyse, determine, documen and communicate the optimal design/development approach to meet the requirements.   
Manage sales cloud which includes configuration of campaign, leads, accounts, contacts, opportunity, product, quote and order to meet business needs for engineering implementation.  
Responsible for solution, build, test and deploy enhancements to Salesforce custom objects, UI's, validation rules, workflows, triggers, alerts and reports within Salesforce.

Worked with the Object level and record level security.

Worked Profile and Permission settings.

**Project: BOSS (Business Operation Support System)**

**Client: SITA**

Role: Salesforce Consultant

**Responsibilities:**

• Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Custom Tabs, Workflow rule and approval process including Field updates and email alerts  
• Created various Page layouts and configured Page layout assignments for various profiles based on record types  
• Created Sharing Settings on different objects to reflect the business logic  
• Developed Apex Classes, Apex Triggers, Components, Visualforce Pages and Controller classes for various functional needs in the application  
• Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization  
• Created and used Email templates in HTML and Visual force and controlled the content in these templates using Components and controller class  
• Created reports and dashboards  
• Customized profiles to achieve the business logic   
• Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application   
• Used the sandbox for testing and migrated the code to the deployment instance after testing  
• Created eclipse packages and written Installation procedure documents to help the deployment engineer to deploy the code to various deployment instances.

**Project: FairPoint Communications**

**Client**: **FairPoint**

**FairPoint Communications, Inc**. is a leading communications provider of high-speed Internet access, local and long- distance phone, television and other broadband services to customers in communities across 18 states. Through its fast, reliable network, FairPoint delivers affordable data and voice networking communications solutions to residential, business and wholesale customers. FairPoint delivers VantagePointSM services through its resilient IP-based network in northern New England. This state-of-the-art network provides Ethernet connections that support applications like video conferencing, e-learning and other broadband based applications.

Role: Siebel Developer

**Responsibilities:**

* Studied the requirement and high-level design for the Order Billing process and prepared the Low-level design document to configure the application with capabilities.
* Requirements gathering and preparing the technical requirement document.
* Getting the task from the onsite Project Manager.
* Discuss with the team about the task.
* Weekly status meeting with Client along with team and update daily status to Onsite Manager.
* Worked with the Production support team to resolve the issues.
* Customizing and developing the applications as per requirements.
* Appling Validation rules on standard fields.
* Requirement Gathering and prepare Technical Design.
* Configured different views, Applets and Screens to meet the Business Requirements.
* Designing and implementing of joins, links, pick lists (Static and Dynamic) and MVG for BO and BC.
* Widely involved support activities for bug fixing and maintenance release.
* Configured User Properties.
* Writing eScript in UI Context.
* Customized UI layer to achieve desired functionality.

**Project: M5 Multi-Analyzer**

**Client: NOKIA**

Description:

The M5 Multi-Analyzer is a powerful software tool for real-time monitoring of modern telecommunications networks. It provides advanced analysis capabilities allowing users to interpret signalling for effective network testing and development, troubleshooting, and fine-tuning. With the M5 you can perform protocol monitoring, call and session tracing with statistics and speech playback, radio optimization and Quality of Service measurements in multi-technology environments.

Role: Developer

**Responsibilities:**

* Designing User Interface (UI) and Coding.
* Development of modules as per the specifications
* Co-ordination with Business (Requirements, Testing)
* Responsible for implementing and enhancing.

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| **Education** | | | |
| Name of Institute | Degree | Year of passing | Percentage |
| MAHE, Deemed University Karnataka | Master’s degree of Information Technology | 2000-2003 | 76% |