Jitendra Kumar Sen

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Objective

Results-driven individual with 4+ years of experience in IT industry and 1.3 years of experience in Salesforce Domain, Skilled in Design, build, assemble, code and configure Salesforce application for Telecom domain. Looking for an opportunity as a salesforce Admin and help business grow by applying my problem solving and solution-based approach.

Education

Degree	Year	College/University	Percentage
(M.C.A) Master in Computer Application	2014	Sinhgad Collage /Pune University	60.56%

Experience

May,19 Onwards
Salesforce Administrator | Netcracker Systems Ltd | Pune

Responsibilities –

- Setup, designing and maintenance of Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
- Design, build, assemble, and configure application from scratch as per user story/ business requirements.
- Maintenance and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions for TELUS.
- Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
- Configuration, customization & maintenance of Objects and Page Layouts.
- Writing Apex classes and Triggers.
- Configuration and development of Validation rules, Workflows & Process Builders for enhancement requests.
- Integrations of services with third party providers. [for example, OTT services, 5G services, SIM Number Allocations etc.]
- Onsite point of contact for Salesforce for the inside delivery team.
- Working in CAPEX Team for Modeling the customers requirement, Analyzing the technical & cost-effective solution to client and involvement in the implementation and configuration of new CR's.

- Working in OPEX Team for defect support of all the development stages -UT, PT, SIT, UAT and Production issues. Analyzing the defects, investigating the root cause and reproducing the issues on lower sandbox.
- Monitoring various support activities according to SLA Adherence.
- Performed rigorous feature, regression and progression unit testing, as well as compose internal and client-facing documentation.
- Good experience of tasks tracking in Jira and Rally

Awards & Acknowledgements -
- Appreciation from the client for designing complex CR in CAPEX and putting into production with no defects.
- Received certificate of excellence for TELUS Project at Aptclouds.

Feb 16 - April,19
System Analyst | Aptclouds Development Centre India LLP | Pune

Responsibilities –

- Involved in the solutioning team for integration of Aptclouds CRM suite with Salesforce.
- Aptclouds Ordering & Billing System integration with Salesforce for enterprise customers.
- Got exposure of Salesforce CPQ while working in the solutioning of Aptclouds Business into Salesforce.
- Developed new functionalities based on the requirements and to improve user experience.
- Work experience of Aptclouds Catalog tool (Master Enterprise Catalog/Enterprise Catalog).
- Modeling the customer requirements and developing the new functionalities into the MEC tool.
- Developed the feature, investigation, Design, Development and unit testing.
- Worked on the Mobile, Postpaid, Prepaid, Fixed Broadband, Fixed Voice, TV, STB, Mobile Broadband, OTT services etc.
- Involved in defect support of all the development stages -UT, PT, SIT, UAT and Production issues.
- Involved in multiple production deployments/fixes/Production support at customer site.

Awards & Acknowledgements -
- Received best delivery team award for 3I project.
- Travelled onsite (Dublin, Ireland) multiple times for requirement analysis, data gathering and solution design.
- Received Best Mentor award for mentoring freshers in the team.

Technical Expertise

- Possesses in-depth knowledge of Salesforce CRM.
- Hands on experience in customization in Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout.
- Possesses knowledge of typical Visualforce and Apex customizations, Integration.
- Experience of Scheduling, Mass delete, Mass transfer, Data import wizard, Data loader, Batch size, Server host, Export, Export all, Insert, Update,, Delete, hard delete etc.
- Experience of Reports and Dashboards.
- Integration with API's. Rest Callouts, SOAP Callouts, Apex Web Services.

- End to End Aptclouds Product Suite knowledge that includes CRM, Master Enterprise Catalog (MEC – Billing & Ordering), OMS, RLC, Invoicing, ANM, Collections, MCO, ASOM and Migration.
- Good grasp in Product Catalog Management, order management and billing.
- Excellent understanding of client's business and providing solutions for requirements.
- Expertise in prepare integration test plan for functional testing team.
- Proficient in telecommunication domain, analysis of an issue, problem solving and interaction with the customer.

Technical Skills

Salesforce	- Workflow Rules - Process builder - Security Model – Profiles, Permission set, Sharing rules, Role Hierarchy. - Validation Rules. - Assignment Rules. - Data Loader - Apex classes and Triggers - Reports and Dashboards - Data Management (Scheduling, Mass delete, Mass transfer, Data import wizard, Data loader, Batch size, Server host, Export, Export all, Insert, Update, Upsert, Delete, Hard Delete) - Relationships - Apex Integration (REST) - Lightning UI experience
Telecom Applications & Concepts	- Product Catalog System, Ordering Management System, CRM, Salesforce CRM, Telecom Billing
Tools	- Jira, Rally, , SQL developer, MS Visio

Date -

Place -

(Jitendra kumar sen)