SUMATI PATIL

IT EXECUTIVE

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Summary:

- An **Information Technology Executive**, who comes to you with a background in effectively delivering integrated IT solutions, along with a genuine passion for Technology and Communications.
- Working in this field for around **3 yrs at House of Hiranandani, Mumbai.** Delivering integrated administrative, operational and analysis support for IT, Marketing, Sales, CRM and Digital Data.
- Proficient in both **Linux** and **Windows** operating the system.
- Extensive knowledge of hardware, software and networking technologies to provide a powerful combination of analysis, implementation, and support.
- Excellent verbal, written, and interpersonal **communication skills** with a proven ability to work in a **professional environment** and collaborate with **team members** efficiently.
- Dedicated and **fast-learner** for self-improvement and stay updated with changing technology with a desire to learn new skills and master new tools.
- Awarded as **Employee of the year 2020** for IT Department

Work Experience:

IT – Executive

House of Hiranandani, Mumbai   Sept 2018 – Present

CRM: Salesforce

- Software supports Pre-sales, Marketing, Digital, Sales, CRM, Post sale,HR,Admin.
- Managing System administrative role, new custom modifications, setting workflow rules, Processes builder, Email alerts, Authorisation, Visualforce page, Lightning app builder, Field dependency, Validation rule, Apex trigger.
- Analysing the process for all departments and executing them in software with much improved quality, effort and time.
- Interacting with the third-party vendors, finalising product and integration.
- Data Handling: Data Migration, Data validation, Data import export modification, SOQL queries, SOSL queries and Data Security.
- Support for all software tools with less TAT.
- Integration with third party networks like Website, Facebook and other portals.
   TELEPHONY: CloudAgent Integration
- Integrations with CRM.
- Support for connectivity and follow-up with the telecom team for flawless connectivity.
- Concept of virtual mobile, routing calls to agents on round robin bases, IVR setup.

TICKET MANAGEMENT SYSTEM : Freshservice

- Support for system and admin setup.
- Email Configuration , setting up forwarding rules.

- Workflow, Privacy and Approval process.

Qlik Analytical Tool
- Built various reports pulling data from Salesforce.
- Creating data sets, linking tables and creating reports with better visualization.

Skills:

- Programming Language : Java, , Apex.
- Databases: MySQL, Oracle.
- Scripting language: JavaScript.
- Tools: Salesforce, Freshservice, Ozonetel,Qlik.

Professional Development:

Udemy   **Salesforce Classic Administrator**

Education and Academics:

Bachelors in Information and Technology- 2018

Goa College of Engineering, Goa University, Goa
- Graduated with **73%** First Class Results.
- Participated in WOMEN'S HACKATHON 2016 : Represented our college.
- Presented the project "Smart Waste Bin", cleared 2 rounds and moved up to skype interview.

MAJOR PROJECT :

"Development of text to speech system for Konkani language"

A Text-To-Speech (TTS) synthesizer is a computer-based system for converting text into equivalent speech. To develop the TTS system for Konkani language we have used Concatenation technique. The proposed work is helpful for

1. Aid to Vocally Handicapped and Source of learning for Visually Impaired
2. Reading books, newspapers, etc.
3. Education.

Hobbies and Interests:

Sports: Badminton and Cricket.

Photography

Reading Tech Magazines and Blogs.

I like to Travel and trek, learn about different cultures and exchange knowledge.

Personal Details:

Date of Birth	: 14 September 1996	Gender	: Female
Father's Name	: Appasaheb Patil	Marital Status	: Single
Languages	: English, Hindi, Konkani, Marathi	Passport	: Indian
Permanent Address	: Ft no.ct-09 Shivani Arcade Co-operative		
	Housing Society, Bepquegal,Curchorem Goa.		