



---

SUBHASHREE PRADHAN  
Senior System Engineer  
Infosys Ltd., Hyderabad  
Psubhashree251@gmail.com | +91-9632054146

### Objective

3 X Certified Salesforce Developer with 2.11 years of total IT experience in Telecommunication, Retail sector and 2+ years of Salesforce development experience, looking for a career where my cumulative acquired knowledge, proven skills & abilities can be applied to add values to both organization and I.

### Certifications

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I
- Salesforce Certified Service Cloud Consultant

### Primary Skills

- Salesforce Sales Cloud
- Salesforce Service Cloud

### Work Experience

- Working on Salesforce Application Development and Maintenance.
- Worked on Health Cloud
- Develop, manage and maintain change management documentation to comply with IT change management processes.
- Capable of writing and debugging efficient SOQL queries of standard and custom objects.
- Performs administrative responsibilities to include custom fields, workflows, validation rules, User management, Custom Labels etc.

- Performs manual or automated data entry/data clean up using the UI or data tools such as Apex Data loader or Workbench.
- Involved in deployment of metadata from Sandbox to Production using Azure DevOps, Visual Studio Code as well as Change Sets.
- Worked with team members spread globally using DevOps methodology and tools such as Git, Bit Bucket, Source Tree and Jenkins.
- Provide technical assistance and end user troubleshooting for bug fixes, enhancements with a solid customer-service orientation.
- Work directly with Business POC's and independently perform troubleshooting, implementation and documentation relates to the Salesforce.com development
- Strong verbal and written communication skills including the ability to share ideas both with the business and internal IT teams.

#### Academic Qualification

Examination	Institute	Board/University	Marks (%)	Year of Passing
B. TECH (EEE)	Gandhi Institute for Technical Advancement	BPUT	83%	2016
Higher Secondary Examination (12th)	R.D Women's Junior College, BBSR	CHSE	65.3%	2011
Secondary Examination (10th)	Govt. High School V.S.S Nagar, BBSR	BSE	87.5%	2009

#### Personal Details

<b>Name</b>	Subhashree Pradhan
<b>Date of Birth</b>	9 <sup>th</sup> JUNE 1994
<b>Current Address</b>	At-Sanskriti Singapore Township , Ghatkesar, Pocharam, Hyderabad, PIN- 500088

#### Declaration

I do hereby declare that the above information is true to the best of my knowledge.  
Hyderabad

*Subhashree Pradhan*  
(Signature)