ALISHA SAHU

Accomplished professional with broad proficiency in CRM Salesforce Administrator. Experience on working for clients with more than 1000 users for multiple countries with country specific customization. Collaboratively participated in the analysis, impact assessment, configuration, unit testing and deployment phase of module migration while maintaining independent management. Inspecting and troubleshooting of complicated errors. Ardent learner, promptly learning Salesforce Lightning concepts.

Contact

Location:
Bangalore, India
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Education

B.Tech Computer Science (Government College of Engineering Kalahandi, Odisha)

Skill Highlights

- Salesforce CRM Admin and Config
- Apex Class and Apex Triggers
- Advance Excel, Dataloader, SOQL
- Java Script, SOSL, Json, Html, CSS, REST API
- Jira and Confluence
- Git Lab, DTK, VS code, Workbench, Salesforce inspector
- Mulesoft
- Aura and Lightning web components

Languages

- English
- Odia
- Hindi
- Telugu

Hobbies

- Dancing
- Drawing
- Cooking

Experience

IQVIA – Software Developer (06/2019 – Till Date)

- Working with management and end-users to create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes
- Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting Work Closely with Team Lead to develop solution in accordance to the system design.
- Working on Salesforce CRM OCE (Orchestrated Customer Engagement) & handling multiple clients simultaneously.
- Integration with Onekey Database& ETL tools for internal job handling.
- Closely working with clients in order to provide & maintain client satisfaction environment.
- Created & maintained SOP documents.
- Created Apex classes, Visual Force Page, triggers for validations, Auto-Response rules, Email alerts, Profiles, Permission sets, Record types, Page layouts to meet client requirements.
- Experience on flows, LWC and Aura

DXC Technology - IT Developer (09/2018 – 06/2019)
OCS(One Config Simple)

Created and updated configurations based on the clients requirement for products like Servers, Racks, Other Storage systems.Made changes to the configuration pages using the Eclipse and Putty tools.

Personal Skills

- Admirable and Professional communicator
- Leadership Mentoring and Helping Junior colleagues
- Versatility in adapting to diverse environments.

Certifications

1. Salesforce Certified Administrator
   Credential Id - 21313437
2. Salesforce Certified Platform Developer 1
   Credential Id – 20671293
3. Copado Fundamentals I
4. Copado Fundamentals II