

**Name: Jilen Satapathy**

**Email: jilensatapathy7@gmail.com**

**Mobile: 7205494017**

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### Objectives:

Seeking a career growth and challenging opportunity in an organization where I can contribute my knowledge and skills and to be part of the team where I learn, deliver and grow with the reputed organization.

### Professional Summary:

- ❖ Having around **3.4 Years** of IT experience in **salesforce.com CRM** technology.
- ❖ Working experience in **Salesforce Development and Admin.**
- ❖ Good experience in **Lightning Components, Events, Lightning Data service.**
- ❖ Experience in **Lightning App builder, Lightning Quick Action, Lightning Record Pages.**
- ❖ Experienced in Analysis, Design and Development of the SFDC application according to the business requirement.
- ❖ Good Experience in **Apex Classes, Triggers-** Context Variables, Before/After Events, **Handler Class.**
- ❖ Good Experience in Writing **Test Classes.**
- ❖ Worked in Asynchronous Apex (**Batch Apex, Scheduler Apex, Future Method, Queueable Apex** )
- ❖ Having Strong working knowledge of developing of **Custom Objects, Custom Fields, Custom Tabs, Page Layouts, Record Types, Relationship, Reports and Dashboard.**
- ❖ Experience in validating the data using **Validation Rules.**
- ❖ Experienced in administration- Implemented Various **Profiles, Permission Sets, Roles, security and sharing Rules** and record level for different users at different levels of organization.
- ❖ Involved in Automated business process by using **Workflow Rules, Process builder and Flows** for automated alerts, field updates, and Email generation according to application requirement.
- ❖ Good experience in Data Load activities using **Apex Data Loader.**
- ❖ Experience working on data model, objects and Governor Limit.
- ❖ Experience with **Agile Methodology** Development (Scrum Methodology).
- ❖ Good knowledge on **Object Oriented Programming Language (OOPS).**
- ❖ Excellent in communication, analytical and presentation skills.

## Work Experience:

- ❖ Working as a Software Engineer in NetSoft Business Systems Pvt Ltd.

## Educational Qualification

- ❖ Completed B. Tech from Trident Academy of Technology from BPUT university in 2014.

## Projects Information:

<b>Project #</b>	: 2
<b>Project Name</b>	: <b>Hospital Management System</b>
<b>Role</b>	: Salesforce Admin
<b>Project Duration</b>	: April 2021- till date
<b>Client</b>	: Anthem BCBS.

## Description:

Hospital Management System (HMS) provides the benefits of streamlined operations, enhanced administration and control, superior patient care, strict cost control and improved profitability. This HMS provides Patient Administration, Billing and Pharmacy Management functions for the hospital.

The major functions of patient

Administration module included Allocating Registrations, Recording Personal Details, Handling Hospital Admissions, Assigning Insurance Details, and Recording Transfers within the hospital and Creation of Discharge Summary. The Billing module allowed Billing and receivables, looked into multiple modes of Payment and Rates Definition for Services. Pharmacy module included Consumables management, Maintenance of Drug Composition, Batch-wise Stock of Drugs, and Drug Categorization for Reporting.

## Roles and Responsibilities:

- ❖ Involved in **Configuration and Customization.**
- ❖ Created Lightning Components and Lightning Record Pages.
- ❖ Creation of **Objects, Relationships, Record Types, Page Layouts, Validation Rules, Email Templates, Workflow Rules and Approval process.**
- ❖ Worked on **Apex Classes, Test Classes and Triggers.**
- ❖ Creation of Reports and Dashboards.
- ❖ Involved in creating **Users, Profiles, Roles and Sharing Settings.**
- ❖ Worked on **Object and Record level security.**
- ❖ Hands on experience with Data Loader, Workbench and Change Set deployment from sandbox till production.

**Project #** : 1  
**Project Name** : PEARSON Education System  
**Client Role** : PEARSON Education  
: Salesforce Admin  
**Project Duration Technology** : Sept 2019 - Mar2021  
: Salesforce.com, Salesforce  
Admin

### Description:

**Pearson Education** is an international educational publishing and technology company providing Textbooks and other educational material, such as multimedia learning tools. **CRM** application was built on on-demand Force.com Platform using Salesforce Customer Relation Management, to increase growth opportunities and enhance customer service. It enables sales & marketing teams to provide higher levels of service to clients and improve overall productivity by managing leads and opportunities, increasing data retention, and decreasing administrative tasks. The application allows managers to monitor tasks and progress across the entire sales organization, which provides a real-time overview of the organization's progress.

### Roles and Responsibilities:

- ❖ Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, and Opportunities.
- ❖ Responsible for creating Fields, Objects, Tabs, Page Layouts, Field Level Security, Record Types, Relationships.
- ❖ Responsible for Creation of Users, Profiles, Roles and Sharing Settings.
- ❖ Responsible for creating Validation Rules, Workflows and Approval Process.
- ❖ Responsible for doing the operations like Insert, Update, Upset, Delete and Export operations using the Data Loader tool in Salesforce.com.
- ❖ Involved in designing Reports and Dashboards.
- ❖ Created workflow rules and defined related tasks, email alerts, filed updates to implement business logic.

### Declaration:

I hereby declare that the details furnished above are all true to the best of my knowledge.

**Jilen Satapathy**