**Pushpalata Prathapa**Salesforce Admin, Dallas Texas.

**PROFESSIONAL SUMMARY:**

* 11+ years of experience in the field of Information Technology managing diverse projects across Telecom and Financial domains
* Includes 1+ year of experience as a Salesforce Admin.
* Proficient in Identity and Access Management, Risk Management, and Compliance Management.
* Deep and extensive hands-on experience of force.com technical platform including Lighting aura component, LWC, apex, triggers, batch Apex, web services, Lighting Flows, process builder, visual flow, and Visual force page.
* Excellent knowledge on CRM processes like Marketing cloud, Sales Cloud, Service Cloud, Customer Communities, Partner Communities, Support, define IT processes for Business and recommend solutions to improve the processes using salesforce.com
* Experienced in web technologies like HTML, XML, CSS, JSP, JavaScript
* Experience working with various App exchange products Plauti Data Management, Duplicate Check,DataLoader and DocuSign.
* Proficient in Data Migration from Traditional Applications to Salesforce Using Data Loader Utility On Demand.
* Good understanding on Lightning App Builder and Lightning Components
* Act as a liaison between business stakeholders and technical teams to facilitate effective communication and alignment of objectives.
* Supported various applications critical to business operations, ensuring smooth functioning and minimal downtime.
* Implemented proactive measures to enhance system reliability and performance.
* Participated in the planning and execution of system upgrades and migrations.
* Documented processes, procedures, and troubleshooting steps for knowledge sharing and future reference.
* Collaborated with development teams to prioritize and address software bugs and enhancements.

**Education:** Master of Computer Application from ICFAI National College India (2006)

**Skills Set**: Salesforce.com, Sales cloud, Apex classes, controllers, Visualforce, HTML5, JavaScript, JQuery, Web Services, SOAP API and JIRA

**Certifications:**

1. Certified Salesforce Administrator
2. Certified ITIL foundation 2011

**Project Summary:**

# Benefitmall Jan 2023

* Role: Salesforce Admin
* Job Responsibilities:
* Performed roles of Salesforce Configuration and Administrator.
* Created relationships using Lookup and Master-detail among custom and standard objects and created junction objects to establish many-to-many relationships among objects.
* Created various Formula, Rollup Summary Fields, Record types, Page Layouts, Search Layouts, Related lists, List views, Custom tabs, apps, Custom Links, Custom Buttons and Actions on a record detail and edit pages.
* Managed all new user set-ups and deactivation, merging of accounts following approval process and transferring ownership of accounts/contacts/opportunities for deactivated users.
* Regularly audit data to uncover data integrity issues and/or opportunities for process improvement.
* Performed mass data imports using the Apex data loader and import tools as requested by cross departments.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow Approvals.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Deployed web to case and email to case as case creation channels.
* Modified the sharing model as required.
* Created and maintained custom fields and modify Picklist values and field dependencies.
* Developed custom objects, reports and configured analytic snapshots for sales performance and lead generation statistics.
* Extensively involved in requirement analysis and preparation of detailed system requirement specifications.
* Used Change sets to move the code from one environment to other environment and JIRA to maintain sprint stories.

***Environment:***

Saleforce.com platform, Lightning component, Apex, Triggers, Batch, SOQL, Apex Data Loader, Visual Studio tool, CSS, JavaScript, Flows, Workbench, SQL Server Management Studio

# Byte Link Systems, Inc. Oct 2019-Nov 2021 Role: Application Support Engineer

Job Responsibilities:

* Day to day responsibilities includes providing application and infrastructure support in a global environment.
* Managing major incidents and problem resolution, ensuring that all incidents are logged, progressed, updated authorized, expedited, and resolved within the scope of the service. Chairing conference calls with stakeholders.
* Automating manual month-end processes, job creation using AutoSys-Force START, ON\_ICE/OFF\_ICE/ON HOLD/OFF HOLD, terminated the jobs
* Performing additions, changes, or deletions to the scheduled batch workload as authorized by the application developers. Monitoring batch workflow and performing Root Cause Analysis.
* Working with internal auditors to ensure system compliance and controls. Providing systems administration support in Move/Add/Changes to system.
* Monitoring Control M job status. Advising application Development team on proper sequencing of tasks, participating in job testing before release.
* Work on the JIRA tool to provide the time-to-time status of the work on the tickets related to any users in resolving their application issues within defined SLA.
* Troubleshooted the job failures on AutoSys and worked with the respective team to resolve.
* Extensively worked on SST for bouncing the Apache and WebLogic, Tomcats instances.
* Extensively worked on Linux prod servers, daily health checkup, checking the file system, CPU performance, NFS performance,
* Worked on VI editor, change owners, extensively worked on sudo, grep, crop, cp.
* Worked on windows servers monitoring the performance and error logs.
* Worked on Splunk dashboard for monitoring the changes, incidents.
* Extensively worked on spectrum and site scope for monitoring Alerts.
* Worked on SQL for DML and DDL commands for querying the Database.

# Suhan InfoTech Pvt Ltd. June 2017 – Sep 2019

Role: Technical Ops Analyst Job Responsibilities:

* Setup and administer active directory accounts/permissions on windows server 2003 / 2008 / 2012.
* Strong communication abilities, with history of providing on-site support to wide range of clients.
* Experience working in fast-paced, deadline-oriented environments.
* Receive incoming support requests and inquiries, document and carefully analyze inquiries and trouble tickets.
* Proficient working with Unix/Linux OS and in-depth knowledge with permissions
* Experience working with Control-M or Autosys scheduler
* Experience working with Apache/Tomcat based Web Services
* Develop, Maintain, update various scripts for services (start, stop, restart, recycle) UNIX based shell.
* Performed administrative tasks such as system startup/shutdown, backups, printing, documentation, user management, security, network management, configuration of dumb terminals.

# HTC Global Services (India) Pvt. Ltd. Information Risk Analyst. (Jul’2016 – Mar’2017)

CCaaS (Compensating Controls as a Service): We are responsible to proactively monitor controls and provide additional manual controls to compensate for any control deficiency. The control deficiency could be as a result of platform / resource limitation. We are required to engage the stakeholder to ensure control implementation and also maintain records to be used for audit substation.

Controls Monitored:

a) IAH Evergreen Analysis Process:

* Evaluate the design effectiveness of existing applications’ controls to self-identify non-compliance with 90/180-day user account inactivity, determine control deficiencies and provide recommendations to enhance controls
* Complete a “walkthrough” with the App Dev Manager to evaluate effectiveness of 90/180 day controls
* Implement a repeatable evergreen continuous monitoring process to review non-compliance with 90/180-day user inactivity to ensure that controls are being sustained
* Liaise with the AD Teams to remediate the non-compliant IDs

b) EPV-BG (Break Glass) Password Failure Monitoring Process:

* For managed FIDs which are accessed through EPV Break Glass and fail to automatically reset the password within 24 hours after the password is withdrawn from EPV
* Will analyze the Password Failure Report from EPV Reports to ensure the 24-hour password reset for EPV-BG (Break Glass) accounts is occurring successfully
* We will ensure that the remediation process is being carried out for all failed accounts

c) EPV-AIM UNMANAGED ACCOUNTS - Password Reset Process:

* To provide manual compensating controls in the form of governance (record keeping, reporting, coordinated scheduling) for FIDs for applications which cannot be on-boarded normally to EPV-AIM due to a technical limitation or lack of program prioritization
* Manage an accurate inventory of the app-to-app accounts for all applications which are On-boarded to CCaaS team on a temporary basis until the Password gets reset once every 90/180 days as per policy and evidences are saved for Audit purpose
* CCaaS team to follow up with the ADMs on a monthly basis to know whether there were any new FIDs added or existing ones decommissioned to maintain an accurate inventory. AD teams can proactively inform CCaaS team as and when there is a change in their inventory

d) Privileged access to Production Environment:

* CCaaS Team Acquires data from GEI (Global entitlements inventory)
* Initial report is analyzed and the data is segregated accordingly
* The appropriate remediation steps are taken as determined by the report analysis
* This process is performed weekly, data is compared, and the remediation requests are tracked and are administered until closure

# IBM INDIA August 2008 to November 2013 Security Delivery Specialist: (Oct’10 – Nov’13)

* Responsibilities were to provide Level 1 &2 support for the telecom helpdesk. Providing 24X7 support, troubleshooting, integration, performance monitoring/system tuning, maintenance, enhancement and security management on various different OS platforms: Unix/Linux/Windows XP&7/Putty/Windows server 2003/2008, Autosys.
* Utilized Unix commands and shell scripting for administration, maintenance and troubleshooting
* Manage users Email accounts in Microsoft Exchange server
* Maintain the On-boarding and Off-boarding users for all the application (Active Directory, UNIX and Client Application)
* Extensive Incident, Change & Problem Management skills, working knowledge of ITIL, experience of working on ticketing tool Remedy
* Hands on experience on CIRATS (The Compliance, Issue, Risk and APAR Tracking System) to track and report as per the policies and guidelines
* Experience in troubleshooting and documenting issues, gaps, and resolutions required for the clients
* Understanding of service level agreements and prioritization of Incidents/enhancements
* Tracking and reporting of SLA’s & KPI’s on weekly & monthly basis to internal management
* Interacting with client to covert business requirements into functional/technical requirements
* Training the new joiners on policies and procedures
* Taking initiatives and participating in Knowledge Transfers on new tasks and assigning it back to the team
* Handling SOX audit requests and reporting to internal/external auditors

#  As a Sr. Remote Server Analyst (Aug’08-Sep’10)

* Worked as Remote Server Administrators for multiple UK clients
* Provide technical support to high level executives, end users and customers for PC, server, network and applications
* Interact with all appropriate departments within IT in order to restore service and/or identify problems
* Documents and/or supervises the documentation of IT related processes and procedures
* Maintain appropriate service level agreement (SLA) within tickets in “Contact”
* Field incoming help requests from end users via both telephone and e-mail in a courteous manner
* Build rapport and elicit problem details from end users / customers
* Identify and learn appropriate software and hardware used and supported by the organization • Handling L1 support calls and tracking the inflow, abandoned calls via Avaya CMS and reporting.

*Received R&R for the month of OCTOBER 2008 and May 2009*

# SITEL INDIA, HYDERABAD (August 2006 - July 2008)

# Technical Support Analyst (ISP, MS-Outlook)

* Hands on experience on OS like Win XP/2000/2003/MAC & MS Outlook/Express
* Antivirus Installation & Application SW installation
* Problem identification & resolution & provide technical help
* Provide basic troubleshooting steps, various types of internet connections, support for various value-added services for an ISP Process
* Assist & resolve customer issues & problems related to ISP Products
* Handling calls with timely resolution to achieve customer satisfaction and to meet the KPIs
* Answer international calls and assess customers' technical support needs and handle/route accordingly
* Provide first level technical support on Internet connectivity using documented procedures and available tools
* Identify and provide input on unique or recurring customer problems
* Escalation of issues to Support teams to resolve the issue to the customer's complete satisfaction
* Provide technical support for both wired and wireless connections
* Maintain accurate call logging and tracking into Call support database
* Receive Best CSAT for the month of JUNE 2008
* Receive Appreciation calls from clients

TECHNICAL SKILL

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| --- | --- |
| Salesforce Development  | Apex Language, Apex Trigger, Apex Class & Apex Web Services, Lightning component Framework, Visual Force (Page, Component & Controllers), SOQL, SOSL, HTML, Java Script, XML.  |
| Salesforce Administration  | Manage Users, Roles, Profiles, Validation Rules, Workflow Rules, Approval Process, Process Builder, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Reports, Dashboards, Portals (Customer and partner), Sharing Settings, Communication Templates, Sandbox Refreshments, Deployments (Change sets).  |
| Tools  | Eclipse, Visual Studio, Force.com IDE, Workbench, Force.com Explorer, Force.com Data Loader, Excel Connector, JIRA.  |
| Languages & Development  | Web  | Apex, Java, C, C++, JSP, XML, HTML, CSS, jQuery, Visualforce, JavaScript.  |
| Databases  |  | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL.  |
| Operating System:  |  | Windows, Unix, Linux  |