Raunak Ghosh

rraunakg@gmail.com
+91-9864443335

PROFESSIONAL SUMMARY

- Salesforce Certified IT professional with 5+ years of experience in Software Development Life Cycle-Design, Development, Testing and Deployment
- Experience in SFDC Release Management, Salesforce Deployments, SFDC Configuration and SFDC Customization
- Experience in Process builders, Workflows, triggers, apex, visualforce and lightning
- Good interpersonal & communication skills, accustomed to working in both large and small team environments, having good exposure to client handling, requirement gathering and issue mitigation
- Extensive exposure to multiple Prod and UAT Releases keeping continuous collaboration with Business Stakeholders
- A full-fledged AGILE practitioner

WORK EXPERIENCE

Associate Solution Engineer, Western Union Services India Pvt. Ltd (Pune, Maharashtra)**-** September 2017- present

Organization Detail:

The **Western Union** Company is an American worldwide financial services and communications company. This 164-year-old company is a global leader in cross-border, cross-currency money movement. Among its vast architecture, **WUBS** (Western Union Business Solution) falls in the payments vertical and provides various kinds of financial services. **EDGE**, an online customer portal built on salesforce, is a product of **WUBS** and provides financial solutions to small and medium scale business customers across the globe.

Products: EDGE- B2B International payments platform for small to medium sized industries

Primary Role and Responsibilities:

- The day to day activities include, carrying out multiple and complex Salesforce deployments in Production as well as Sandboxes as part of various phases of the lifecycle namely, QA, UAT, Demo and Production Deployment.
- Provide monthly prod hypercare.
- Work on in sprint stories to deliver monthly deliverables.
- Collaborate with external vendors as well as internal team members to understand the timelines, requirement and complexity of the various deployments and other deployment related activities.
- Acclimate team members to use various tools for Source Code Management like GITHUB, Bitbucket etc. and, also, help them with their commits to the SCM.
- Scrutinize the developers commit throughout the day to check for loopholes to minimize the Post Deployment Activities.
- During SIT/ UAT deployments, perform the Pre deployment steps, validation with the requirement of Test Classes, actual deployment followed by the Post Deployment Activities.
- Perform the refresh of various sandboxes and, also, perform the variety of post refresh activities like data masking, revert some remote site setting, user creation etc.
- Debug Deployment errors and figure out if developer's intervention is required and it can be handled internally.
- Perform code merge activities into feature, release, and master branch.
- Prepare the deployment checklist, Release Plan, Rollback Strategy etc. for all Production Deployments.
- Synchronizing full copy sandboxes with Production org using tools.

Project 1: Introduction of Payment-Draft Delivery method in EDGE

- Functional understanding of working nature of EDGE application as teams were rolling out from onsite locations.
- Understanding EDGE's existing functionality to accommodate the new delivery method.
- Interacted and communicated with the business team to understand the business requirements.
- Implemented Salesforce configurations as per design.
- Collaborated with Business for UAT and Production deployment and validation.
- Prepared Release documents, Release Plans for Production Deployment.

Project 2: Introduction of Bulk payments in EDGE

- Participated in Story Grooming, Sprint Planning with Business
- Implemented JIRA stories and planned Sprint wise early demo with business clients.
- Worked collaboratively with other 3rd party teams to get the JSON of 500 payments and then store on salesforce.
- Collaborated with Business for UAT and Production deployment and validation.
- Prepared Release documents, Release Plans for Production Deployment

Project 3: Introduction of Enterprise Login in EDGE to facilitate customers manage multiple user/accounts from single login

- Participated in numerous Groom sessions to finalize the product.
- Performed configurational changes and testing to expose and mitigate vulnerabilities.
- Extensively participated in UAT and Prod validations
- Carried Deployment throughout

Project 4: Docusign Integration

- Worked on Docusign integration for KYC client onboarding

Project 5: Twilio Integration

- Worked on integration of Twilio TFA as PSD2 implementation; used Authy App product of twilio for implementing second factor authentication

Project 6: Unified onboarding- streamlining client onboarding in WU-EDGE

- Building a unified CRM model for client onboarding across the globe

Software Developer Engineer I, **Credr** (Mumbai, Maharashtra)- May, 2017- August, 2017

Organization Details: CredR is a one-stop marketplace for everything about bikes where people can explore from buying to selling, bike news & reviews to accessories and more.

Primary Role and Responsibilities:
As a Core Technical team member of one of the leading startups in India, I was part of the CRM team responsible for providing technical support to their Sales and Ops teams.
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Associate Software Engineer (Java, Mainframe) – **IBM India Pvt. Ltd**.(Kolkata, W.B.) ─ June 2015 ─ April 2017

Project Name: PACT ─ Project & Account Control Tables

The Project and Account Control Tables (PACT) application is used in conjunction with the applications which are responsible to perform charge-back operations, labor claiming, and customer fulfillment activities. This is a repository for Reference/Organizational data.

Backend process of this application is maintained by MAINFRAME & front user interface is developed and maintained by JSP and JAVA.

Roles:
Responsible for development and design of product migration from mainframe environment to Java based Web Application.

CERTIFICATION

- Salesforce ADM 201
- Salesforce App Builder
- Salesforce Platform Developer-I
- IBM Cloud Certified Application Developer-Platform V1
- Copado-Dev and Admin certified

PROFESSIONAL ACHIEVEMENT

- Rated as one of the top contributors in my current organization.
- Received accolades for outstanding product delivery in WU in 2019

ACADEMIC QUALIFICATION

- Passed **M.tech (Water Resources Engg)** in 2015 from 'National Institute of Technology-Silchar' with 7.80 CGPA aggregate.
- Passed **B.tech (Civil Engg.)** in 2013 from 'National Institute of Technology-Silchar' with 6.87 CGPA aggregate.

- Passed **Higher Secondary** from 'Ramanuj Gupta Junior College of Science, Arts and Commerce' under 'Assam Higher Secondary Educational Council' with Physics, Chemistry, Mathematics in 2009 with 72.8% aggregate.

- Passed **Metriculation** from 'Silchar Collegiate School' under 'Secondary Education Board of Assam' in 2007 with 79.88 % aggregate