Rumpa Mondal

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Total Experience: 11+ years Role: Associate Manager











Career Objective

Looking for a career with growing organization where can I utilize my technical and management potentials, get more exposure which will help me to grow in my career as well as professionally.

Summary

Having 11 Years of experience as an IT professional working in Support and Development projects.

- 8+ years of experience with Salesforce Lightning, Classic, AWS integrations and Veeva CRM.
- 3+ Year of Experience of Mainframe support and development using ITSM tool.
- Implementation and development experience using Custom Objects, Apex Class and triggers, Process Builder, Salesforce Flows, Workflow rules, Aura, Connected Apps, Named Credentials and VF pages.
- Experience in Lightning, OWD, Security Access, Profiles, Roles and Groups.
- Experience in Salesforce Data Loader and Workbench.
- Experience in **managing team of 12+ members**, comprising of Developers, QA and BA and giving successfully delivery with minimal defects.
- Experience in deploying large number of components using Copado, resolving Copado errors using GITHUB.
- Extensive knowledge of the Salesforce CRM platforms. Have knowledge and certification on Veeva CRM and Veeva vault
- Have worked on AWS Integration, connecting a Salesforce Org with AWS and end-to-end setup of users,
 Omni-channel and voice calls.
- Have worked on major migration projects like Salesforce Lightning Migration and ETM migration.
- Experience in working in Service Cloud and Sales Cloud.

Educational Details

B.E. in Electronics and Communication (2012) from HKBKCE, Bangalore.

Technical Skills:

- Coding: Lightning Component, Apex Triggers, Apex Class, Visual Force Pages, Standard and Custom controllers, Test Classes, Batch Classes, SOSL, and SOQL queries.
- Salesforce Configuration: Custom Application Creation, Page Layouts, Workflows, Process Builder, Validation rules, Custom Settings, Users, Profiles & Permission Set, Roles, Rules (Duplicate, Matching, sharing etc.), Reports & Dashboards, Sandboxes, approval process, AWS Integration, Named Credentials, Connected Apps.
- Salesforce Deployment: Copado.
- Tools: Apex Data Loader, Developer Console, Workbench, Jira.
- Methodologies: Agile, Waterfall

Soft Skills:

- Effective leadership and communication skills
- Ability to work collaboratively with cross-functional teams
- Aptitude for translating user requirements into practical Salesforce solutions
- Project Management for complex and high visibility projects, and quality delivery.
- Worked as Scrum Master temporarily.

Certifications

- Salesforce Certified Administrator
- Salesforce Certified App Builder
- Salesforce Certified Platform Developer 1
- Salesforce Certified Service Cloud Consultant
- Veeva CRM
- Veeva Vault

Professional Experience

Accenture, Bangalore. November 2012- Till Date Associate Manager

Project Highlights:

Project-1: Pfizer Connect Role: Associate Manager **Duration:** June 2022 - Present

Organization: Accenture Solutions Pvt Ltd

Industry: Pharmacy **Project Description:**

Application helps connecting Field Medical Reps and Doctors to raise case and to provide service on time.

Key Responsibilities:

- Own the Salesforce Instance and Manager all aspects of the system, including participating in Leadership meetings to provide status updates on the projects and future improvements.
- Defining the road map and prioritizing the backlog of work to meet the vision of the project.
- Working on getting the Business requirements, and giving story points to the backlog User Story before taking in active sprint.
- Leadership and Ownership of technical design, development and implementation of assigned Salesforce.com and Service Cloud projects.
- Identify, track and resolve project interdependencies and related execution issues/risks.
- Created lightning Aura for customizing case creation.
- Data load and Migration activities.
- Worked temporarily in Scrum Master role along with usual project deliveries.
- Managing team of 10+ members which includes Developers, testers and Business Analyst.

Project-2: Veeva vault Migration

Role: Team Leader

Duration: February 2021 – January 2022 **Organization:** Accenture Solutions Pvt Ltd

Industry: Pharmacy **Project Description:**

Migration of huge volume of Data to Veeva Vault.

Key Responsibilities:

- Managed a team of 6+ members. Migration was done in 3 phases.
- Trained the new members, and enabled them to work on the program.
- Worked with Business to collect requirements and understanding the Business rules for migration.
- Preparing plan to achieve the milestones and working with Client directly during testing phases.
- Completed the project before time with zero defects and effective planning.

Project-3: Enteprise territory Management Project

Role: Team Leader

Duration: May 2020 – February 2021 **Organization:** Accenture Solutions Pvt Ltd

Industry: Pharmacy **Project Description:**

The focus of this project was to migrate the existing 8 orgs from Territory object to Territory 2 object and related

objects.

Key Responsibilities:

• Managing team of 10+ members which includes Developers and Testers.

- Interaction with Onshore counterpart, taking weekly status call with Client to give project status.
- Highlighting Risk and project interdependencies, timely communication with multiple stakeholders before migration to TM 2.0.
- Working on 8 orgs, with overlapping timeline between each application and managing multiple resources working on each org.
- Management, managing the complete delivery starting from assessment to deploying the changes to Production.
- Organize all the elements of your company's territory management plan, including a territory hierarchy, account, lead, and user assignments, and territory forecasts.
- Automate territory assignments for accounts using rules that you define. Rules can apply to parent territories and their child territories.
- Dataload was done manually for 2 orgs where Integration was not available.

Project-4: Lightning Assessment and Lightning Migration.

Role: Senior Software Engineer

Duration: September 2018 – October 2019 **Organization:** Accenture Solutions Pvt Ltd

Industry: Pharmacy **Project Description:**

Application helps connecting Field Medical Reps and Doctors to raise case and to provide service on time.

Key Responsibilities:

- Migration of salesforces and Veeva applications from Classic to Lightning Experience.
- Preparing documents for Help and Training purposes of the field users with the new UI.
- Created Lightning Components as per functionality.
- Converted JavaScript buttons to Lightning Quick action. Worked on Page layout to remove Extra buttons and added Lightning Quick Actions.
- Worked on Flexipage to set as an App and User specific layout.
- Worked on custom buttons and links to make them lightning compatible. Deployed metadata using a Copado and Ant migration Tool.
- Converted VF pages to be compatible with Lightning Experience. Converted S-Controls to Lightning Component.

Project-5: A Wine Company - AWC

Role: Senior Software Engineer

Duration: January 2017 – August 2018 **Organization:** Accenture Solutions Pvt Ltd

Industry: Retail **Project Description:**

AWC is the exclusive distributor in the country of over 400 wines from some of the most prominent, family-owned wineries from the main wine regions in the world today.

Key Responsibilities:

- Cross-trained in Salesforce.
- Worked on record type, profiles, page layout, workflow, approval process, process builder configuration, user creation and validation rules. Have developed several test classes.
- Also worked as Test Lead writing scripts, and testing the developmental issues.

Project-6: COOP

Role: Associate Software Engineer - Senior Software Engineer

Duration: February 2012 – September 2016 **Organization:** Accenture Solutions Pvt Ltd

Industry: Retail **Project Description:**

Coop is a chain of consumer co-operative owned grocery stores in Sweden, organised under Kooperativa Förbundet.

Key Responsibilities:

- Working in mainframe project.
- Started working in support project and moved to development project in Mainframe.
- Owner and Primary POC in one of the applications.
- Worked on support tickets and slowly moved to development activities.
- Worked on end-to-end delivery of enhancements, starting from creating Change Order, estimations, documentations, build, testing and deployment.

Personal Details:

Date of Birth: 05-January-1990

Marital Status: Married

Languages: English, Hindi and Bengali

Permanent Address: Flat no. 3044, Tower B, Assetz 63 degree east, Sarjapura Main Road, Bangalore-560035.

I hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Date: 16-January-2023 (Rumpa Mondal)