

# Arindam Das

## Salesforce Administrator / Developer



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### Profile

Highly seasoned and accomplished Salesforce Administrator 2 years experience with a strong record of client satisfaction. Adept at explaining highly complex data systems to a wide variety of audiences. Proven multitasker, independent worker and team player.

### Skills

Apex (Trigger,SOQL) • UI ( Visual force pages) • Tools (Workbench) • Configuration (Salesforce Security Model, Workflow, Process Builder, Approval Process, Email Templates, Profile, Role, Permission Set) • Other skills (Java, SQL)

### Education

**B.Tech(Computer Science),**  
*Guru Nanak institute Of Technology*  
2014 – 2018  
7.06/10

**Higher Secondary Exam (10+2),**  
*Contai Model Institution*  
2014  
66/100

### Professional Experience

#### Salesforce Administrator

10/2020 – present | kolkata, India

#### SIMPSON SOLUTIONS PVT LTD

- Re-engineered an existing product which has around 4000 active users
- Managed Salesforce requests/issues for 2,500+ Salesforce total end users.
- Automated sign-up messages to clients, leading to increase in 50% of subscriptions and churn rate decrease to below 1%.

#### Salesforce Administrator

02/2019 – 10/2020 | kolkata, India

#### Sycorax Systems Pvt. Ltd

- Ensure reporting is created and structured to inform Management on the performance of their teams and the businesses.
- Create profiles and permissions documentation, governance framework, data mapping, and reporting and dashboard building.
- Develop effective data management processes and data governance.
- Create profiles and permissions documentation, governance framework, data mapping, and reporting and dashboard building.

**Madhyamik Pariksha ( 10 ),**  
*Contai Model Institution*  
2011  
80/100

## Interests

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Playing Cricket, Cooking, Gardening

## Projects

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### Dematic Management

#### Description:

Responsible for gathering technical and non – technical requirements, but also performing business analysis of the internal users (remotely & from time to time onsite). Finally translating these requirements into the Salesforce Organizations (Sales Cloud, Service Cloud, Community Cloud, Remedyforce, Lightning Experience, FSL & Pardot Environments). Several activities includes workshops, training, development, configuration, administration, creation, translation and management of user stories and troubleshooting to all the user base globally.

#### Responsibility:

- Gain a deep understanding of customer requirements by analyzing customer briefs and through engaging in rapid requirement gathering
- Setup User Profiles, Permission Sets to protect important data.
- Ensure quality of data through Validation Rules.
- Automated several processes using Approval Process, Workflow and Process Builder adhering to Change Requests.
- Experienced in deploying components

### Sales Commission Tool

#### Description:

It is a Salesforce based application to calculate commission of employees based on the business rules of the organisation

#### Responsibility:

- Setup User Profiles, Permission Sets to protect important data.
- Ensure quality of data through Validation Rules

## Languages

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English

Hindi

Bengali