SUMAN KUNDU

14x Salesforce Certified Application & Integration Architect || 2x Copado Certified || PD2 || CPQ Specialist || Certified ScrumMaster || Technical Lead in Groundswell Cloud Solutions

Contact: +91 (833) 486-5559 || ✉**E-Mail:** sumankundu.here@gmail.com

AN OVERVIEW

❏ I am a Senior IT Professional having 11+ years of experience in designing and building complex, large scale enterprise Salesforce solutions.

❏ Expertise in **Salesforce.com Customization and Configuration, Apex, Lightning (LWC & Aura), Integration, Modern Javascript, NodeJS, IoT & Deployment**.

❏ Believe in learning new technology, smart working and an innovative approach.

❏ Having experience in managing teams with Agile methodology keeping Scrum in action.

EMPLOYMENT DETAILS

Company	:	**Groundswell Cloud Solutions (Vancouver, Canada – Remotely from India)**
Designation	:	Technical Lead
From	:	March 2020
To	:	Present
Platform	:	Force.com (Salesforce)

Company	:	**Price Waterhouse Cooper (Bangalore)**
Designation	:	Senior Technical Lead
From	:	July 2016
To	:	February 2020
Platform	:	Force.com (Salesforce)

Company	:	**Cognizant Technology Solutions (Kolkata)**
Designation	:	Consultant
From	:	May 2014
To	:	June 2016
Platform	:	Force.com (Salesforce)

Company	:	**Tech Mahindra (Kolkata)**
Designation	:	Software Engineer
From	:	May 2013
To	:	April 2014
Platform	:	Force.com (Salesforce)

Company	:	**Chikpea India (Kolkata)**
Designation	:	Senior Software Engineer
From	:	September 2010
To	:	April 2013
Platform	:	Force.com (Salesforce)

TECHNICAL EXPERTISE

Languages	:	**Apex, Javascript, TypeScript, Visualforce, VisualBasic, NodeJS**
Platform	:	**Force.com, Heroku**
Technology	:	**Salesforce.com, IoT (experimental), Blockchain with Hyperledger Fabric**
Web Technology	:	**Visualforce, Lightning, LWC, jQuery, CSS, ES6**
Domains	:	**Billing, Telecom, BPM, Pharmaceutical, Media & Entertainment, Travel**
Webservice Integration	:	**SOAP, REST, Metadata, Streaming, Bulk**
Deployment Tools	:	**Change Set, ANT, Git, GitHub, DataLoader, Copado**

CERTIFICATIONS

- **Salesforce Platform App Builder Transition**

- **Salesforce Platform Developer I**

- **Salesforce Platform Developer II**

- **Data Architecture and Management Designer**

- **Salesforce Certified Integration Architecture Designer**

- **Salesforce Certified Sharing and Visibility Designer**

- **Salesforce Certified Application Architect**

- **Salesforce CPQ Specialist**

- **Salesforce Administrator (201)**

- **Salesforce Sales Cloud Consultant**

- **Salesforce Service Cloud Consultant**

- **Salesforce Advanced Administrator**

- **Salesforce Email Specialist**

- **Copado Certified Administrator**

- **Copado Certified Developer**

- **ScrumAlliance – Certified ScrumMasster**

- **Udemy – ES6 Javascript**

- **Salesforce Certified Javascript Developer I**

PROFESSIONAL PRODUCTS & APPLICATION TOOLS

Product   :   **O2B (Order to Billing)**
Type   :   **product (AppExchange Product)**
Technology   :   **Salesforce.com, VisualForce, Apex, Ajax, JavaScript, SOAP Api, REST Api**
Company   :   **Chikpea Inc**
Synopsis   :   This is a force.com native billing and invoicing system for subscription management. It supports volume bills, anniversary bills, prorates, usage ratings, recurring & one-time charges, and credit card integration. It has the features like: Bundle or unbundle complex offerings, Customize pricing for subscribers, Tracking installed assets or modify subscriptions, Upload and rate usage data, Charge customers for recurring, nonrecurring and one-time, Manage all bill adjustments and Disputes, Manage partial payments.

Product   :   **Sequencer**
Type   :   **product (AppExchange Product)** (built Scratch level development)
Technology   :   **Salesforce.com, VisualForce, jQuery, Apex, Ajax, jsPlumb**
Company   :   **Chikpea Inc**
Synopsis   :   This product is built to sequence all the tasks built for Objects (Standard or Custom). This is a kind of business process management. Here user needs to choose an object (allows any kind of object in an salesforce org). There after a canvas comes in front to build task sequence. Task builder canvas is a tool which is built using completely jQuery. Here user can build a number of tasks and can connect

With each other by an arrow linker which can be dragged from source task to destination tasks. After completing graph, on saving this graph it starts to validate. There after it saves the tasks in salesforce on the particular selected object. On task creation form, the task opening condition, due date and priority can be provided. On the basis which task sequence is managed.

There is also a well formed Dash Board too. It shows different report graphs on task object and also displays a table of all tasks related to a object. This tables can be filtered, sorted and can be clicked to open in new tab to edit.

Title	:	**MedVantage**
Type	:	**product (AppExchange Product)**
Technology	:	**Salesforce.com, Apex, Visualforce, jQuery, SOAP Api, REST Api**
Company	:	**Cognizant Technology Solutions**
Synopsis	:	

The solution provides a centralized application that helps device manufacturers to track and manage complex and unique sales and post-sales activities.

Customer Management and Profiling involves classification, planning and networking of the different types of customer accounts. With Call Management, reps can view their scheduled calls, plan and prepare for calls and record the outcomes.Sales Management provides the ability to create and send quotes, place and track an order to fulfillment. Manage your customers' service requests, product related complaints and requests for information using Service Request and Product Complaint features. Use the Work Order and FSE Dispatch features to handle the service requests/complaint assignment to the field technicians.

Title	:	**Custom Journey Builder**
Type	:	**Accelerator Tool**
Technology	:	**Salesforce.com, Apex, Visualforce, jQuery**
Company	:	**Cognizant Technology Solutions**
Synopsis	:	

Custom process builder is a tool to design a business process management. When a user defines a process that simply depicts a flow through a few process steps. So a process consists of one or more than one step. These steps flow one after another as per business requirement.

Here there are two sections, i) Process Design & ii) Process Execution. Object model is also designed accordingly. Process Design is a generic process flow definition among steps where the user defines entry and exit rules and their respective actions. Steps can be designed on separate connected objects. On the other hand, process execution controls the flow on real records maintaining the process design. It keeps track of every operation in flow, so that it can present an intuitive dashboard.

Product	:	**Configurator (CPQ)**
Type	:	**Accelerator Tool**
Technology	:	**Salesforce.com, Apex, VisualForce, jQuery, Ajax, css**
Company	:	**Chikpea Inc**
Synopsis	:	This product is built to configure products on the basis of their relationships. This relationship is categorized in four sections, those are i) Required, ii) Recommended, iii) Quantity and iv) Exclusion based.

1)   Required relationship: It denotes such a relationship where choosing one product or category mandates to choose another product or category.

2)   Recommended relationship: It reflects a relationship where one product or category recommends other products or category.

3)   Quantity relationship: In this relationship, one product or category recommends or mandates to choose another product or category within certain range.

4)   Exclusion relationship: In this relationship, one product or category restricts to choose another product or category.

It also handles many other complexities like upsell and cross sell. This product has a very complex logic in backside and very easy and eye soothing interface outside.

Product	:	**Direct Selling Accelerator**
Type	:	**Accelerator Tool**
Technology	:	**Salesforce.com, Apex, Lightning, Platform Event, SFDX, Git**
Company	:	**Groundswell Cloud Solutions**
Synopsis	:	This is an installable package in Salesforce org, which helps salespeople or any other end users

guiding to follow proper actions in proper time based on predefined rules. This tool consists of

1. Rule engine to generate tasks on every execution or scheduled job if criteria is satisfied.

2. Task renderer based on task configuration template.

3. Actions on task like completing, cancelling or snoozing it.

4. User preference to display tasks based on priority, and choice on task category.

I have worked on designing and developing the rule engine on every transactional object DML, managing events for high volume. Here I worked on how to design data structure to capture rule criteria, their relationships, precompile and capture whenever needed. Optimized the existing process to generate task based on template. I have also designed the user preference

management to order tasks based on priority and display based on choice.

PROFESSIONAL PROJECTS

Title	:	**Road Loan**
Client	:	**Santander**
Role	:	Requirement Analysis, Development
Technology	:	**Salesforce.com, Apex, VisualForce, Java(integration SFDC), JavaScript, Ajax**
Company	:	**Chikpea Inc** (http://chikpea.com)
Synopsis	:	O2B which is a product of Chikpea Inc., is used as Billing Solution of any organization. In

case of Santander, it is being used for Car Loan Billing part. For Santander, O2B has been customized to make it usage based billing system.

Here Santander acts as intermediate actor between car dealers and customers.

Firstly customers come to Santander for car loan. Santander decides whether this customer should be granted for car loan or not. On the basis of this investigation, customers lead is categorized as Approved or Declined lead.

Santander provides this leads to car dealers. Now these car dealers have to purchase an subscription of Santander, on the basis of which how many number of leads is to be given to a car dealer, is decided. For subscription payment, credit card and check is used. The gateway used here **PayPal**.

Client	:	**The Street**
Role	:	Requirement Analysis, Development
Technology	:	**Salesforce.com, Apex, VisualForce, JavaScript, Ajax, REST API**
Company	:	**Chikpea Inc** (http://chikpea.com)
Synopsis	:	A number of customizations has been done on the billing system O2B what they are using for

subscription based billing operation. The Street has a number of items (magazines) what they sell on different business policies. These items are put into different campaigns. Items can also be grouped into a package.

Now when customer calls CSR to purchase an item or package, he needs to choose one campaign, on the basis of which customer may be provide discount for few days or life time. It may also provide soft free trial (for absolute trial) or hard free trial (trial for few days, after which it automatically starts to subscribe. So credit card details is required to be provided here).

 Now these subscriptions can be continuing using three payment instruments:

i) Credit card ii) Check and iii) House Credit.

For credit card transaction, street is using gateway: **Merchant E-Solutions**. There are different kinds of refunds are also possible like Charge back, Issue Credit and reverse Payment.

Title	:	**Reach Out**
Role	:	Requirement Analysis, Development
Technology	:	**Salesforce.com, Apex, VisualForce, jQuery, Ajax**
Company	:	**Chikpea Inc** (http://chikpea.com)
Synopsis	:	In this project we have to do many of integrations like with PayPal, Varizon, Money Gram etc.

There is many more customization it is required on O2B.

Title	:	**cBeyond Siebel Integration Process Flow**
Role	:	Requirement Analysis, Development
Technology	:	**Salesforce.com, Apex Class & Trigger, VisualForce, SOAP Api**
Company	:	**Tech Mahindra**
Synopsis	:	Here I have worked on Siebel integration side and customizations. cBeyond is looking to move

their process from Siebel to Salesforce. So it needs slowly move each of the process integrated with SFDC and here my work starts from.

Title	:	**Cbeyond Visiting card reader**
Role	:	Requirement Analysis, Development
Technology	:	**Salesforce.com, Apex (Inbound email handler, Scheduler, Batch), Full contact API, REST Api**
Company	:	**Tech mahindra**
Synopsis	:	Here the user (sales person) will collect the visiting cards from different contacts. They will capture

image of these cards and upload them to Salesforce through email attachment. In salesforce.com, it will save images in document and track each user requests in an object. There are two scheduler triggers two batches at an interval of half hour. One of these batches is responsible to send opened card image reading request to Full Contact API. On the other hand, other batch initiates to fetch response (image processed value). Now on the basis of user request, it will create contact or lead.

Title	:	**Ritter Communication**
Role	:	Requirement Analysis, Designing, Development
Technology	:	**Salesforce.com, Apex (Class & Trigger), VF pages, Oracle Metasolv**
Company	:	**Tech Mahindra**

Synopsis : Ritter Communication is the biggest telecom operator in Arkansas. It provides services like Internet (Data), voice, Video. Now we are responsible here to manage the Configuration, Pricing and Quoting. Also the traditional Telecom process flow handling like provisioning, engineering stuffs are also being handled.

On the other side, our system is also responsible to manage the billing process integrating with custom call.

Title	:	**Lumenis**
Role	:	Requirement Analysis, Designing, Development, Leading Team
Technology	:	**Salesforce.com, Apex (Class & Trigger), VF pages, Oracle Metasolv**
Company	:	**Cognizant Technology Solutions**

Synopsis : This solution is customized on MedVantage. Here with normal Medvantage device tracking functionality, it also includes the functionality of product complaint and CAPA (Corrective Action and Preventive Action). It also includes eMDR (Electronic Medical Device Registration) with FDA.

Title	:	**CR BARD**
Role	:	Requirement Analysis, Designing, Development
Technology	:	**Salesforce.com, Apex (Class & Trigger), VF pages**
Company	:	**Cognizant Technology Solutions**

Synopsis : For this client we have prepared a tool (Custom Journey Builder) which is responsible to direct a record trough a business process flow. This tool was required because as per requirement, process steps might change any time and using configuration admin should achieve that. It might be achievable with standard Process Builder. Now the second tricky part was we need to track all the changes and represent them in dashboard. So we came with this solution. Client liked this solution too much, and it went live successfully.

Title	:	**NBCU (Universal Pictures)**
Role	:	Requirement Analysis, Designing, Leading Team, Development
Technology	:	**Salesforce.com, Apex (Class & Trigger)s, VF pages, Javascript, Lightning, Outbound Message**
Company	:	**PriceWaterhouse Cooper**

Synopsis : In this project, we have developed the Release management procedure for Universal Pictures. Here user can record their movie or series in the system and they can create multiple release for that movie. These releases can be published in different time span or in different territory. User creates items like DVD, INSERT, LITHO etc under a release through a rule based item configuration wizard page. Once the release is created, it goes through approval process and then through TIBCO fetches actual material number for each item.

Title	:	**Bell Helicopter**
Role	:	Requirement Analysis, Architecting, Leading Team, Development
Technology	:	**Salesforce.com, Apex (Class & Trigger), Lightning Component, SOAP, ANT, Git, GitHub, Service Cloud**
Company	:	**PriceWaterhouse Cooper**

Synopsis : In this implementation, we have designed a complaint management system for Bell. Here we have used Community cloud, lightning component, omni-channel, case assignment rule for customizing their requirements. We also built a custom SOAP based integration framework.

Title	:	**United Health Group**
Role	:	Requirement Analysis, Architecting, Leading Team, Development
Technology	:	**Salesforce.com, Apex (Class & Trigger), Lightning Component, REST, ANT, Git, GitHub, Service Cloud, Service Cloud Console**
Company	:	**PriceWaterhouse Cooper**

Synopsis : In this implementation, we have designed a claim and issue management system for UHG. Here we have used Community Cloud, Lightning Component, omni-channel, case assignment rule for customizing their requirements. We also built a custom REST based integration framework.

Title	:	**AMN Healthcare**
Role	:	Requirement Analysis, Architecting, Leading Team, Development

Technology	:	**Salesforce.com, Apex (Class & Trigger), Lightning Component, Lightning Console App, REST**
Company	:	**PriceWaterhouse Cooper**
Synopsis	:	In this implementation, we are designing a stuffing management system where we have integration between multiple vandor systems and SFDC configurations. With this integration process, third party vendors create candidate records with their resume. We have also developed a user interactive Dashboard to evaluate Recruiters performance.

Title	:	**Walmart ICIX**
Role	:	Designing Data Security, Leading Team, Development
Technology	:	**Salesforce.com, Apex (Class & Trigger), Lightning Component, Lightning Console App, REST**
Company	:	**Groundswell Cloud solutions**
Synopsis	:	Implementation of an extra data security layer with Shield to encrypt the sensitive data in static state. Also worked on mapping complex data structures, where every day thousands of different data is uploaded from different sources and building a chain of batches to connect them in a nightly batch job.

Title	:	**Myriad NeuroScience**
Role	:	Designing Overall Architecture, Development, Deployment Lifecycle Management
Technology	:	**Salesforce.com, Apex (Class & Trigger), Lightning Component, Lightning Console App, REST, Copado**
Company	:	**Groundswell Cloud solutions**
Synopsis	:	Here we build a custom lead conversion mechanism where a clinic location or its health care providers can be registered in the system, Data stewards can validate the inputs and also in the end it can send those information to different system according to their accepted request structure. Here there are three different business units sharing the same Salesforce org. Deployment life is managed with Copado Deployment Management system.

Title	:	**Myriad AutoImmune**
Role	:	Designing plan to Split Application, Development, Deployment Lifecycle Management
Technology	:	**Salesforce.com, Apex (Class & Trigger), Lightning Component, Copado**
Company	:	**Groundswell Cloud solutions**
Synopsis	:	In this project, we have to split one business unit from many others without breaking other BUs' existing functionalities. This was part of an acquisition of AutoImmune BU. The challenge here was most of the end users left the organization, so to identify the functionalities specific to this BU was tough. We did few workshops with remaining members, then designed a plan to back track their specific and enterprise functionalities, designing application lifecycle, moving them to a separate Salesforce org and finally cleaning the specific functionalities. We had to design few new functionalities with different integration points.

Title	:	**Camp Gladiator**
Role	:	Designing Architecture, Development, Deployment
Technology	:	**Salesforce.com, Apex (Class & Trigger), Lightning Component, Integration REST, SFDX**
Company	:	**Groundswell Cloud solutions**
Synopsis	:	Camp Gladiator arranges many kinds of campaigns per year and captures their campers associated to those campaigns. Each campaign has many locations and locations have trainers. So to track campers' activities per location and camp, they manage it through their check in. And trainers can also check those activities and follow campers.

In this implementation, we have created a polling mechanism to extract check-ins per timeframe and track camper's location, check in counts per period and provide loyalty points based on some predefined rules. Here I have designed the data structure to maintain check in as JSON and provided service classes for all check in calculations based on different constraints.

ACADEMIC CREDENTIALS

2009   B.Tech. (Computer Science & Engineering) from Bengal College of Engineering & Technology. West Bengal University of Technology. *Secured D.G.P.A. 7.95 out of 10.00*

2005   Higher Secondary Examination (Science with Biology) from Mitra Institution, Bhawanipur, W.B.H.S.C.E. Board. *Secured 66.3%.*

2003   Madhyamik Examination from Mitra Institution, Bhawanipur, W.B.B.S.E. Board. *Secured 69.0%.*

PERSONAL SNIPPETS

Date of Birth	:	3rd August 1987
Address	:	#1G, D.C.Complex, 1076 Rash Behari Avenue, Khalisani, Chandannagar, WB, India, 712136

Languages   :   English, Bengali and Hindi