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)