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Summary:

- Overall more than 10 years of experience as an IT professional, with having 5 years of experience in Salesforce.com CRM platform Administration, Configuration, Development using Apex, and Visual Force as a Developer and around 2 year experience of Salesforce Lightning as well.
- Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes. Highly skilled in Salesforce.com (SFDC) development and implementations.
- Worked on RFP for service cloud implementation.
- Experienced in creating SOW, CP sheet including resource load for new project and extension.
- Experience in Administration, Configuration, Development using Apex, Trigger and Visual Force as a Developer and around 2 year experience of Salesforce Lightning as well.
- Experience in designing Custom Objects, Custom Tabs, Custom Fields, Page Layouts, Record Types and Object Relationship.
- Worked upon Salesforce Configuration & Customization using Visual force, Apex, Triggers, SOQL, SOSL, JavaScript and HTML.
- Experience in using workbench, Data import wizard, Data Loader and Translation Workbench.
- Experience in administrative tasks like creating Roles, Data category visibility, Users, sharing rules, Queues, Groups, List views, Record types, Page layouts, Validation rules, Email Alert, Email Templates.
- Experience in implementing security to Object, Fields and Record.
- Experience in creating Process Builder, Flow, and Approval Process for automated alerts, field updates, and Email generation according to requirement.
- Experience in creating Lightning components from scratch as per business requirements.
- Experience in creating Reports and Dashboards as per business needs.
- Experience in implementing salesforce live chat and Einstein chat BOT.
- Experience in deploying salesforce component using Azure DevOps pipeline and Change set.
- Experience in resolving merge conflicts during pipeline deployment.
- Experience in creating pipeline, managing repos and pull requests as well.
- Experienced in performing multiple roles viz. Team Lead, Designer, Senior Developer, and Software Developer across entire span of development life cycle including Requirements Analysis, Design, Development, Testing, Deployment and Support of applications.
- SOQL, SOSL, JavaScript and HTML.

Currently looking for new challenges and opportunity in SFDC where I can utilizes my knowledge, skills and experience. Also willing to accrue new skills and knowledge.

Certifications:

- Salesforce Certified Administrator.
- Salesforce Certified Platform Developer I.
- Salesforce Certified Platform App Builder.
- Salesforce Certified Service Cloud Consultant.
- Salesforce Certified Experience Cloud Consultant.
- Copado Certified Administrator.
- Flosum Certified Professional.

Technical Skill:

Salesforce : Salesforce Configuration, Apex Triggers, Apex Classes/Controllers, SOQL, SOSL, Visual Force Pages/Components/Controllers, Aura, LWC, Workflow, Approvals process, Flow, Process Builder, Reports, Dashboards, Custom Objects, Record Types, Role Hierarchy, Validation rules, Page Layouts, Live Chat, Einstein BOT.

Exposure in App exchange product like Getfeedback, SDoc.

Other Skills:

Azure Devops, GIT, SFDX, ForceCode, Visual Studio Code, Jira Software, Confluence.

PeopleSoft:

Application Modules: PeopleSoft FSCM 9.0, 9.2

People Tools: Application Designer, Process Scheduler, People Code, Application Engine, File Layout, Component Interface.

Reporting Tools: SQR, PS Query.

Operating Systems: UNIX, Windows.

Languages: SQL, SQR, People Code.

Tools: People Tools 8.49, 8.51, 8.53, 8.55, SQL, SQR, Toad, Autosys, Stat, Ultra-Edit.

RDBMS: Oracle 11g.

Test Management Tool: HP Quality Center.

Migration Tool: Stat for PeopleSoft (Quest)

Employment History:

Company Name	Designation	Start date – End date
Wipro Technologies	Project Engineer	28 th November 2011 – 19 th January 2015.
Cognizant Technology Solution	Associate	28 th January 2015 – Till date.

Project Details:

Client: **Royal Canin**

Role: **Service delivery manager.**

Important Contributions:-	<ul style="list-style-type: none">• Implemented Social-to-Case functionality to create, manage cases as per demand.• Implemented Email-to-case functionality to create, manage case as per demand.• Implemented Web-to-Case functionality using Formstack (AppExchange) to create, manage cases as per demand.• Implemented Case Assignment Rule as per requirement.• Implemented Case Auto Response Rule as per requirement.• Implemented Case Escalation Rule as per requirement.• Implemented Live chat functionality to create and manage cases as per demand.• Developed Einstein Chat BOT (POC) as per demand. Working on to implement this concept in production.• Created Custom Objects, Custom Tabs, Custom Fields, Page Layouts, Record Types and Object Relationship as per business requirements.• Implemented customized requirement to create case using Aura and as well as lightning web component.• Implemented quick action as per business need.• Implemented Manual and close case survey using Getfeedback (AppExchange) as per requirement.• Created User, Role, Profiles, Permission set, Permission set Group, Queues, Groups and List Views.• Created Reports and Dashboard as per requirement.• Created Approval Process, Flows, Process Builder, Validation Rule, Trigger, Apex Class, Test Class and Visual Force Page based on needs.• Worked on data import/export using workbench, Data Loader and Data import wizard.• Worked on translating custom labels into different languages using translation workbench.• Implemented Salesforce Knowledge as per requirement.• Deployed developed components using Azure DevOps Pipeline and Change Set.
Team size	14(offshore), 3(onsite)

Client: **The Hartford**

Role: **PeopleSoft Technical Consultant.**

Important Contributions:-	<ul style="list-style-type: none">• Developed Application Engine Programs for high-volume batch processing using People code, Process Scheduler and SQL.
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	<ul style="list-style-type: none"> • Extensively used People Code to create objects in Application Designer for several customizations. • Worked on understanding process flow of FSCM Accounts payable module. • Worked on analyzing the data flow for Accounts payable process. • Worked extensively on SQRs to develop multiple reports detailing differences between legacy system and front End. • Successfully designed and coded Several SQR's for extracting and importing data to applications with Prompt Table Validations, Defaults validations and SQL error validations. • Developed on-line pages for user viewing using People Tools, to display differences between legacy and PeopleSoft check data and automated the process through People Code. • Interacted with client in the Design Document confirmation activities. • Created on-line pages for the reports to accept runtime parameters and setup SQR programs to run through Process Scheduler. • Involved in Testing and user-documentation of the developed processes. • Experience with People Code events, Editor, Methods and built in functions. • Worked with end users and functional team members and generated various reports as per their requirements. • Responsible for designing and scheduling various batch jobs in Process Scheduler. Worked with fellow team members in establishing priorities and areas of responsibility. • Created on-line Pages, Menus and Components for the Processes to accept runtime parameters and setup SQR programs to run through Process Scheduler. • Created Customized pages along with People Code and done Different Validations for Prompt Table and Translate Values. • Requirement analysis, test case preparation, and execution. • Analyzes test results to ensure existing functionality and recommends corrective action.
Team size	3(offshore), 1(onsite)

Client: **AMP Limited**

Role: **PeopleSoft Technical Consultant.**

Important Contributions:-	<ul style="list-style-type: none"> • Worked on Developing Application Engine for process flow. • Worked on People Code to create objects in Application Designer for several customizations. • Worked extensively on SQRs to develop reports for Different application. • Successfully designed and coded Several SQR's for extracting and importing data to applications with Prompt Table Validations, Defaults validations and SQL error validations. • Developed on-line pages for user viewing using People Tools, to display differences between legacy and PeopleSoft check data and automated the process through People Code. • Experience with People Code events, Editor, Methods and built in functions. • Responsible for designing and scheduling various batch jobs in Process Scheduler. Worked with fellow team members in establishing priorities and areas of responsibility. • Created Customized pages along with People Code and done Different Validations for Prompt Table and Translate Values. • Resolved High/Medium/Low priority tickets rose which involves People Code, SQR, and Application Engine.
Team size	4(offshore), 2(onsite)

Client: **Credit Suisse**

Role: **PeopleSoft Technical Consultant.**

Important Contributions:-	<ul style="list-style-type: none"> • Created on-line pages for the reports to accept runtime parameters and setup SQR programs to run through Process Scheduler. • Developed on-line pages for user viewing using People Tools, to display differences between legacy and PeopleSoft check data and automated the process through People Code. • Developing the Application Engine Programs for high-volume batch processing using People code, Process Scheduler and SQL. • Worked extensively on SQRs to develop multiple reports detailing differences between legacy and PeopleSoft check data. • Successfully designed and coded Several SQR's for extracting and importing data to applications with Prompt Table Validations, Defaults validations and SQL error validations.
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	<ul style="list-style-type: none"> • Interacted with client in the Design Document confirmation activities. • Worked on retrofitting of customized code from 8.8 to 9.1. • Unit testing of the retrofitted code.
Team size	6(offshore), 1(onsite)

Client: Capital One

Role: Junior Developer

Important Contributions:-	<ul style="list-style-type: none"> • Created High Level Project Estimates, Business Requirement Documentation and Functional Specifications. • Resolved High/Medium/Low priority tickets rose which involves People Code, SQR, and Application Engine. • Created on-line pages for the reports to accept runtime parameters and setup SQR programs to run through Process Scheduler. • Involved in Testing and user-documentation of the developed processes. • Extensively used People Code to create objects in Application Designer for several customizations. • Experience with People Code events, Editor, Methods and built in functions. • Worked with end users and functional team members and generated various reports as per their requirements. • Responsible for designing and scheduling various batch jobs in Process Scheduler. Worked with fellow team members in establishing priorities and areas of responsibility • Developing the Application Engine Programs for high-volume batch processing using People code, Process Scheduler and SQL. • Created on-line Pages, Menus and Components for the Processes to accept runtime parameters and setup SQR programs to run through Process Scheduler. • Aptly solved long pending issues which involved use of Generic templates for sending mails to users. • WSR's or Weekly Status Reports were also part of my responsibilities. • Experience in Release and Change Management (Creation, Implementation and Validation of Change Orders, Contingency plans).
Team size	3(offshore), 2(onsite)

Educational Qualification:

Degree/Qualification	Institution Name	Duration	Percentage (%)
B.Tech(Information Technology)	Netaji Subhas Engineering College, Garia, Kolkata	2007-2011	79 %