

**Avik Das**

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**Professional Summary**

* Currently working as Support Engineer – Tier 2 at Salesforce.com.
* A Salesforce certified developer with over 3 years of relevant experience into Salesforce-CRM application. Overall 4.6 years Information Technology experience in various industry verticals such as Insurance and Manufacturing.
* Worked on various CRM implementations with maximum exposure in Analysis, Design, Development and Integration. Good Techno-functional knowledge of CRM processes across different departments like insurance industry, wealth management etc.
* Good Knowledge in software development. Applying end to end configuration in Salesforce using Salesforce.com Tools and Technologies such as Apex, Visualforce, Rest services and Salesforce lightning.
* Worked on Salesforce lightning components. Movement of CRM functionalities from Salesforce classic to Salesforce Lightning.
* Worked on effort estimations in Agile Sprint user stories. Successfully handled the offshore-onsite module, team motivation in terms of providing input to strategize the approach for release planning, application deployment, Test planning and Training.

**Skill Summary**

**Certifications**

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| * Salesforce Certified Platform Developer I. * Salesforce Certified Administrator |

**Professional Experience**

**Project**: Salesforce Developer Support

**Role**: Support Engineer Tier -2

**Responsibilities**:

* Provide support and solutions to the client for various issues involved with development.
* Working on Support Cases involving customization in Sales, Service and Community Cloud.
* Communicate with Customer through calls and meeting to understand and resolve devlopment issues.

**Project**: GB Lightning

**Domain**: Insurance Industry

**Role**: Salesforce Developer

**Project Description:**

The project deals with all the minor enhancements in the application and also is a classic to lightning migration project.

**Responsibilities**:

* Provide support and solutions to the client for various systems involved.
* Provide effective design based on new Salesforce Lightning model.
* Worked extensively on design and implementation of Lightning Apps, Lightning

Components and lightning events to cross communicate between components.

* Delivering the project on time and providing the necessary support by resolving

defects on-time.

* Working in Agile methodology and handle the daily bridge calls with the Clients to understand the requirements along with offshore daily status calls for delegating and managing the work among the team.

**Project**: RFP Intake

**Domain**: Insurance

**Role**: Salesforce Developer

**Project Description:**

This project was based on lightning Custom Application and building custom lightning components to support the UI. This also deals with Rest Integrations with 3rd party Systems.

**Responsibilities**:

* Build Lightning components from scratch.
* Work on Rest Integration.
* Work on configuration and setup changes.
* Worked on redundant hardcode values check and trigger refactoring.
* Handle the daily bridge calls with the Clients to understand the requirements along with offshore daily status calls for delegating and managing the work among the team.

**Project**: Everseal

**Domain**: Manufacturing Industry

**Role**: Salesforce Developer

**Project Description:**

Deals with customizing the sales Application. The project dealt with changing the lead generation flow

and customizing the whole sales process in the application.

**Responsibilities**:

* Creating process builders and changing Custom settings as per the requirements.
* Handling Defects as part of Production release.
* Build Record Specific lightning aura components.
* Handling calls with Client for new requirements.
* Understand and analyze customers business needs, prepare and conduct solution demonstration to prospective clients.

**Project**: Signature Systems

**Domain**: Manufacturing Industry

**Role**: Salesforce Developer

**Project Description:**

This project is based on Sales Application. This project deals with Customizing the Account, opportunity objects and the sales operation with Custom lightning components, integrations.

**Responsibilities**:

* Build Lighting components and visualforce pages to support custom UI.
* Work on Rest Integrations with 3rd part providers such as Signing Hub for electronic signature.
* Build a integration between salesforce and Asp.Net Application for Order Payment through Paytrace.
* Understand and analyze customers business needs, prepare and conduct solution demonstration to prospective clients.

**Employment History**

* Salesforce.com (Apr 2020 -Till Date) working as Support Engineer.
* Cognizant (Feb 2019 -Till Mar 2020) worked as Salesforce Developer.
* Navigators Software Pvt Ltd (Sep 2017 -Till Feb 2019) worked as Salesforce Developer.
* Infymax Solutions Pvt Ltd (Oct 2016 -Till Sep 2017) worked as Web Developer.
* Moving Pixels (Aug 2015 -Till Mar 2016) worked as HTML Developer.

**Education**

* Camellia Institute of Technology, MCA, 2014
* Techno India, BCA, 2011

**Training**

* Salesforce Training – Aspiring Technology – 3 months