

Aakash Chandra

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ASSIGNMENTS UNDERTAKEN

Software Development | Maintenance | Migration

PROFILE SUMMARY

**9X Certified SFDC Professional with
Nine years of experience in:**

**Requirement Gathering
Production Support
Migration**

**Software Development
Defect Resolution
Maintenance**

**Coding & Testing
Root Cause Analysis
Client Servicing**

- Experience in all phases of **Software Development Life Cycle (SDLC)** entailing requirement analysis, design, development, implementation, delivery and troubleshooting.
- Proven skills in working with **customers, project managers and teams** for securing & **executing concurrent projects**.
- Expertise in **functional analysis, mapping of requirements to design, process design** and preparation of **functional design specifications**.
- Hands on experience in **application deployment/implementation** and **troubleshooting** issues.
- Knowledge of Configuration, Implementation and Support of Salesforce.com CRM application based on Apex Language leveraging Force.com Platform.
- Knowledge of **Apex Triggers/Classes** for various functional needs in the application.
- Implemented salesforce **CPQ** from scratch to enable sales to use out of the box quoting and pricing solutions.
- Worked on **Zoura Billing** for design and upkeep of subscription based billing and payment system.
- Worked on **Aura and LWC Framework** for creating partner/customer facing UX.
- Experience with Salesforce Data migration tools like **Dell Boomi, Dataloader, Informatica**.
- Experience in Automated business process by using **Workflow Rules, Lightning Flows and Approval Process** for automated alerts, field updates and email generation according to application requirement.
- Worked across Salesforce implementations like **Service cloud, Sales cloud and Community Cloud**.
- Responsible for creating **Reports and Dashboards** for Business Analysis.
- Highly motivated, quick learner and extremely versatile. Accepts responsibilities and job duties eagerly with minimal supervision.
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TECHNICAL SKILLS

- Sound knowledge of:
 - ❖ Salesforce CRM Architecture.
 - ❖ Salesforce DB, Relationships in Salesforce.
 - ❖ Apex, Triggers, Visualforce, LWC, AURA, VS components.
 - ❖ Business Process Automations using Lightning Flows, Process Builder, Workflows etc.
 - ❖ REST & SOAP Integrations
 - ❖ Managed Packages like NewVoiceMedia Call Routing, Zuora Quotes, Zuora Billing, Salesforce CPQ, DocuSign.
 - ❖ CI/CD pipelines like Auto Rabbit, Circle CI, ANT migration tool, SFDX using VS code, Jenkins etc.
 - ❖ Application/Unit/Integration testing.
 - ❖ IBM z/OS, DB2 9.
 - ❖ Basic knowledge of C , Java, Springboot Microservices & Data Structures.

ORGANIZATIONAL EXPERIENCE

Currently working with Qlik as Software Engineer

Name: Q2C team.
Domain: Analytics Software – QlikView/QlikSense.
Duration: Sep 2020 till date.

Responsibility: Development of new Salesforce Org from scratch and setup of Sales Process on Salesforce CPQ, Advanced Approval which includes Product & Contract Migration from Zuora CPQ. Development of Custom LWC components to meet the requirements. The new Org went live in Oct 21 and helping with hypercare since.

Role in Project: Software Engineer.

Previous projects undertaken:

Project - #1(with News Corp)

Name: Subscription Platform.
Domain: Print/Web Media.
Duration: August 2019 till Sep 2020.

Responsibility: Design and upkeep of platform(includes billing and payments) which manages subscription for newspapers and across news corp websites and has complex architecture comprising salesforce, Java microservices, AWS RDS integrations

Role in Project: Software Engineer.

Project - #2(with Google for Infosys)

Name: Google Vector Salesforce Instance.
Domain: Cloud/IT Services.
Duration: Apr 2019 to Aug 2019.

Responsibility: Design of UX on lightning for SFDC Community Cloud implementation for Partner Mangement System hosted on <https://cloud.withgoogle.com/partners>.

Role in Project: SFDC Developer.

Project - #3(with Danske Bank)

Name: MiFID II regulatory changes in Wealth Management Applications.
Domain: Investment Banking, Financial Services, Reporting.
Duration: August 2017 to Mar 2019.

Responsibility: Analyzing current system as well as developing new application to provide highly efficient CRM solution by profiling customers for product sales.

Role in Project: Software Engineer.

Project - #4(With IBM India Ltd.)

Name: HCSC.
Domain: Health Care and Insurance.
Duration: September 2016 to July 2017.

Responsibility: Design and development of a system on SFDC service cloud for Insurance claim adjudication systems.

Role in Project: Senior Developer.

Project - #5(With Infosys Ltd.)

Name: RBS.
Domain: Retail Banking.
Duration: May 2013 to Aug 2016.

Responsibility: Analyzing Change requests for upstream and downstream impact. Development of components for CR's. Co-ordination/implementation of CR's on production systems. Testing and documentation of the codes changed/added to the old system.

Role in Project: Senior Developer.

Certifications

- Salesforce Certified Application Architect
- Salesforce Certified Sharing & Visibility Architect
- Salesforce Certified Data Architect
- Salesforce Certified CPQ Specialist
- Salesforce Certified Platform Developer I
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Zuora Certified Administrator

EDUCATION

- B.Tech, Electronics& Communication Engineering from National Institute of Science and Technology, Berhampur affiliated to Biju Patnaik University of Technology, Odisha (2012).
- XII from DAV Public School, Ranchi affiliated to CBSE(2007).
- X from DAV Public School, Ranchi affiliated to CBSE (2005).

EXTRA-CURRICULAR ACTIVITIES

- Runners up - Infosys Mysore Pool Championship 'Trainee' 2012.
- Distinction of organizing General Quiz - 'Zeflemea' at 'Sankalp', a national level fest at N.I.S.T for the session 2011-12.
- Conferred with 2nd prize in event 'SURVIVOR' (manual robotics contest) in 'Zazen-2010', a national level fest organized by Orissa engineering college, Bhubaneswar.
- Awarded 1st position in 'Electronic Design Contest' conducted by EHC club, N.I.S.T, March 2009.

PERSONAL DETAILS

Date of Birth: 6th July 1989.
Languages Known: English and Hindi.