Saptarshi Paul

Name	**Saptarshi Ranjan Paul**
Gender	**Male**
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Primary Skill: Salesforce application design and development through configuration, customization

PROFILE

- **13+ years** of experience in IT industry.
- I have very good analytical skill to understand issues/contexts/requirement and a come up with solutions design as well as develop it with my team.
- Experienced in **Managing and leading my team** & Good at co-ordination among multiple teams.
- Experienced in Project Management activities like, audit, risk management, escalation management, resource allocation, grooming etc
- Knowledge of **Salesforce CRM architecture along with sales, service & community cloud**
- Good **at designing and implementing E2E solution**, following salesforce best practices.
- Experienced in Salesforce **configurations** like validation rule, Workflow, Process Builder, Flow
- Hands on knowledge in **customization** - Apex, SOQL, VF page, LWC and code review for same.
- Experienced in Implementing **REST and SOAP integration services**.
- Basic idea on Veeva implementation and data load in Veeva.
- Experienced in **Data load, migration activities.**
- Knowledge in Agile using **JIRA, confluence** tools and code maintenance in **GITLAB**

- I have rich prior expertise in ETL tools **Informatica Power Center**, **Oracle Database & UNIX**
- Self learned **Python and implemented it for dummy Data science projects.**
- Experience with **Oracle Spatial data and ArcGIS and FME TOOL.**
- I have experience in **CRM, Life science/Health care, GIS, Insurance, SaaS.**
- Good communication **skills**, self-motivated, quick learner, hardworking and team player.

Major characteristics – Positive Attitude, keen interest on Innovation, Responsible, Lead from the front & by example, Smart Working, Confident, Committed and Co-operative and able to take calculated risks.

Technical Skills:

Salesforce:
  Different Cloud knowledge- Community Cloud, Sales Cloud, Service Cloud, Health Cloud
  Programming knowledge- Configuration and customization APEX, VF page, LWC,
  Design And Architecture- Ability to transform FRS to SRS and design the architecture for project
  Certification-
        1. **Salesforce Certified Administrator**
        2. **Platform Developer I**
        3. **Community Cloud Consultant**
Trailhead: 5+ superbadges and 80k+ points

Database skills   :   **Oracle, SQL server, Teradata ,MySQL,NoSQL (MongoDB)**
                                 Advanced PL/SQL and Basic DBA works.

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Tools	**:**	**INFORMATICA (Version: 8.1.1 , 8.6.1 , 9.1, 9.6)**
		Cloud integration (Salesforce) using Informatica
		Oracle Warehouse Builder (Version: 10g R2),
		FME(Feature Manipulation Engine)
		ArcGIS, ArcCatalog (GIS tools)
		PL/SQL Developer, SQL Developer, Toad
		Salesforce Workbench
		PyCharm
		Pentaho Reports Builder
Application Server	**:**	**JBOSS, Weblogic , IIS**
Programming Language	**:**	**Shell scripting, Python, R, JAVA(basic)**
Operating environments	**:**	**Unix , Sun Solaris, Windows 98, 2000, Win XP SP2,Win 7**
Domain Knowledge	**:**	**CRM, Life Science,GIS Domain, Insurance Domain, Software-as-a-service**

EDUCATION / TECHNICAL BACKGROUND

Secondary Examination	**2000**	**73.25%**	Vivekananda Institution, Howrah (WBBSE)
Higher Secondary Exam	**2002**	**70.50%**	Vivekananda Institution, Howrah (WBCHSE)
B.TECH (ECE)	**2003-2007**	**7.67 (CGPA)**	College of Engineering and Management, Kolaghat (WBUT)

EMPLOYMENT SUMMARY

Present Organization: Cognizant Technology Solution
- Designation: Senior Associate
- Joining Date: 8th[th] Sep, 2014.

PROJECT DETAILS:

2. Project Name : **Allergan Advantage –** working at present.

   Client **:** Allergan

   Duration/Size **:** March 19 – Present.

   Role **:** Offshore lead & Manager for salesforce projects

   Technology: : Salesforce, community cloud, service cloud ,LWC,APEX,VF page etc

Achievements: received award for leading the team from front. Received multiple appriciations from client for

delivery and innovations

Brief Project Profile:

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Allergan is a US based pharmaceutical company. Worked as the offshore delivery lead for multiple development projects. I was responsible for co-ordination with different stakeholders like onshore, different team/ vendor including client. Worked as the project lead, to understand requirement, design the project architecture and planning for implementation and delivery. I was involved in coding the complex and tricky modules as well as resolving technical setback faced by team.

Took additional responsibilities of several account level PM activities like SOW, proposals, Resource allocation, timesheet approval, budget submission and forecasting etc.

Responsibilities Handled:

• Worked as **Offshore delivery lead** for various development projects –
Project-1: Allergan Advantage- LWC based community portal(build your own)
Project-2: Employee Program portal- VF page based community portal
Project-3: Docusign part 11 Integration with Service cloud
Project-4: Custom Sampling management implementation for Service cloud
various other projects like – MSL, Onboarding Portal, CCPA implementation etc
• **Co-ordinations** among various teams for project execution.
• Understanding business requirements and transform them to technical requirements.
• Build the data model, object structures and overall architecture of the development project.
• Coding complex modules and handling high priority issues
• Handle any production issue, change, enhancement, or escalation.
• Resource grooming, Code review and approvals for final deployment.
• Work on new proposals, SOW and RFPs
• Project management activities at account level.
• offshore, Onsite/client communication and attending meetings

2. Project Name	**: AbbVie Health cloud implementation for Humira product**
Client	**: Abbvie**
Duration/Size	**:** February 18 – February 19.
Role	**:** Offshore developer and lead for data integration
Technology:	: Salesforce, community cloud, service cloud, LWC

Achievements:

Brief Project Profile:

AbbVie is a US based pharmaceutical company. Worked as the data integration lead and developer for Healthcloud implementation. Worked on Dataloader, process builder,APEX, VF pages etc. Co-ordination between client and onshore.

Duration/Size	**:** SEP, 2014 – Jan 2018.

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Role	**:** System Owner/onsite lead for a set of applications in Europe and US
Technology:	: Informatica, Oracle PLSQL, Salesforce-veeva workbench, Teradata,SQL Server
Achievements:	I was appreciated from clients for the contribution towards Successful Migration of

multiple applications from legacy server to new environment.

Brief Project Profile:

Amgen is a prominent Pharmaceutical company in US and Europe. I worked as a **System Owner** for all Europe applications that involves Commercial activities (Sales and Marketing) from onsite location-Netherland. I was responsible for any change, enhancements, issues or escalation relating to those six applications. Since, there were multiple teams (Upstream/downstream), and stakeholders involved, I played a crucial role of co-ordination and leading the project. Managed a team of 6 including onshore and offshore.

Later move on to Offshore location –Kolkata and started working for Amgen US applications. Worked as the offshore lead and managed a team of 4 members. It's Salesforce-VEEVA application and there are various integrations with upstream and downstream systems.
Worked on multiple RFPs and handled other organizational activities. I 'm the POC and facilitator for Innovation and Continuous Service Improvement for the project.

Responsibilities Handled:

• Worked as **System Owner/Application lead** for all Europe Applications for Amgen from onsite- Netherland.
• **Co-ordinations** among various teams for project execution.
• Understanding business requirements and transform them to technical requirements.
• Handle any production issue, change, enhancement or escalation.
• High level design document preparation for enhancements, changes using Informatica, Oracle.
• Code review and approvals for final deployment.
• At offshore, Team management and mentoring.
• At offshore, Onsite/client communication and attending meetings
• At offshore, deliver project enhancements using tools **Informatica ,Oracle and Salesforce-Veeva**. Designing the solution, code review and delivery.
• At offshore**, Drove Innovation and Continuous Service Improvement initiatives for the entire Account(about 5 projects)**

Previous Organization: NAVTEQ India. Pvt Ltd/ Nokia –HERE India Pvt Ltd..
•   Designation: Sr. Engineer
•   Joining Date: 18thth Jun, 2012.

PROJECT DETAILS:

Project Name   **: Pipeline Process for Europe and South Korea**

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Client	:	BMW, AUDI, NOKIA, Alpine, Garmin etc
Duration/Size	:	JUNE, 2012 – Present.
Role	:	Informatica and PL/SQL Developer, Scrum master (rotation basis)
Technology:	:	Informatica, Oracle PLSQL, Oracle spatial, FME(Feature Manipulation Engine)
		ESRI tools(ArcCatalog,ArcGIS etc)
Achievements:		I was awarded **KUDOS award** for Q3 and Q4 2013 for key contribution

As the project achieved critical milestones.

Brief Project Profile:

NAVTEQ is a product development company in GIS (Geographic Information System) domain.
It creates digital maps data for different industry verticals like Automobile, Cell phone industry etc.
Project-1
Huge amount of data is collected regarding digital MAP usage and these data comes to us in flat
file format. We transform this data and load into the Data warehouse using Informatica and Oracle.
Project-2
Raw MAP data (UMF/SEF formats) is loaded into oracle database using sqlloader *and* FME tool.
These data is manipulated in an intermediate schema and then loaded to final database using
Oracle PL/SQL packages, procedures etc.

Project -3
Implemented a data science project along with the interns for improving the digital MAP quality.

Responsibilities Handled:

• Worked extensively for **ETL developments using Oracle and Informatica.**
• Wrote Several **Oracle packages, procedures, functions and scripts.**
• Extensively worked with **Informatica** – Source Analyzer, Transformation developer, Mapplet Designer, Mapping Designer, Workflow Manager, and Workflow Monitor to develop various complex mappings, mapplets, reusable transformations, session tasks and Workflows etc.
• Worked on **performance improvement** for Informatica mappings and SQL query tuning.
• Worked on **Unix environment (Sun Solaris)** to move files, manipulate files before extraction.
• Worked with Business analysts and the DBA for requirements gathering, business analysis and designing of the data warehouse.
• Worked on **FME** for data conversion between SEF/UMF and other formats.
• Took **lead role** in taking over responsibilities from a team working in SLOVAKIA on PIPELINE Software by **travelling**

to Slovakia twice.
- Worked extensively for South Korea data migration and **travelled to Seoul thrice for support**.
- Worked as a **scrum master** for the team for 7 months.
- Worked in AGILE Software Development environment.

Past Organization: Tata Consultancy Services
- Designation: System Engineer
- Joining Date: 26th Nov, 2007.

Project Name	**: Pearl (UK Life and Pension Insurance)**
Client	**: Pearl**
Duration/Size	**:** November, 2010 – April 2012.
Role	**:** Informatica developer, SQL developer, Data analyst
Technology	: INFORMATICA ,Oracle, UNIX

Brief Project Profile:
Pearl is a renowned life, annuity and general insurance provider in UK.
The Insurance DW project was developed in an effort to streamline the entire process of
Insurance and to keep track of various financials on a daily, weekly, monthly basis. Claims,
Premium, Loss and Contracts were some of the modules to deal with.

Responsibilities Handled:

- Extensive use of **Informatica Power Centre and Oracle PL/SQL** for data analysis and migration in a large database.
- Created **Complex mappings using Informatica transformations**.
- Worked on Performance Tuning at the Mapping Level, Session Level, Source Level and the Target Level
- Designed and Developed Oracle PL/SQL and UNIX Shell Scripts, Data Import/Export.
- Developed mappings to load data into fact and dimension tables for policy, claims etc modules.
- Wrote sanity queries to check data fidelity.
- Used **SQL Loader** to load data in Oracle schema in Unix environment.
- Created Data Quality reports.
- Analyze data to understand and streamline the business.

1.	**Project Name**	**: ERP, DW and Hyperion Implementation for Abu Dhabi Airport Company**
	Client	**:** Abu Dhabi Airport Company
	Duration/Size	**:** April, 2010 – October, 2010.
	Role	**:** Informatica developer

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Technology: : PLSQL, INFORMATICA, Oracle Application,

Brief Project Profile:
ERP and Hyperion planning implementation using Oracle apps and Hyperion for ADAC.
Our team implemented Oracle apps for GL, HRMS etc Modules and Hyperion for the planning and forecasting of
        their business. In Hyperion Planning, We took the data from Oracle apps system using **INFORMATICA** and
        feed Essbase database. Using this Essbase Multidimensional database and Hyperion planning several reports were
Provided to the client. And it is used during the budget run at the financial year starting.

Responsibilities Handled:

- Worked as a **Informatica** Developer to load data into Data Warehouse.
- Data Load using **INFORMATICA**. ETL operation to Load data from Oracle apps system to Data Warehouse.
- I installed single node and two node installation of Hyperion 11.1.1.3 using
- Weblogic web server in development and production environment.
- Weekly LCM backup and essbase backup was also my responsibility.
- I worked on migrating from Dev to UAT and then to Production environment.

2.   **Project Name**   **: Solutions for Small and Medium Business (Cloud Computing)**

  Client   **:** Medium sized companies like Murugan, Kaya etc

  Duration/Size   **:** March, 2008 – March, 2010.

  Role   **:** PL/SQL Developer and Pentaho Report Developer

  Technology   : Oracle PLSQL, Pentaho Report Builder, Unix shell scripting

Brief Project Profile:
SMB is a Strategic business initiative from TCS. It serves different business verticals (HRMS-PAYROLL,TEXTILE, FINANCE
& ACCOUNTING,LEGAL, WELLNESS,EDUCATION etc).
The aim of this strategic project initiative is to target the Companies which fall under Small and Medium Business scale.
In this project, we developed a web based solution and gave it to clients on rent basis.
TCS takes the responsibility of all the hardware and software and network connections.
The company has to provide it's data and the required configuration, then our people will configure the web based
solution for the new company.

Responsibilities Handled:

- Working as a **PLSQL developer in windows and unix environment** for PAYROLL Solution. Wrote
  procedures functions packages and **complex queries** to support the requirement.
- Used **Pentaho Report Builder and Oracle Proc** for report creation from Data Warehouse.
- Unit testing of the deliverables.
- Moving codes to QA and production following proper procedures and standards.
- Providing production support for our solution.

Mailing Address:
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Hobbies: Playing Table Tennis, Chess, reading books and listening to music and travelling