JAY MANDAL

[jaysforcedc@gmail.com](mailto:jaysforcedc@gmail.com)

+91 8269604683 | [LinkedIn](https://www.linkedin.com/in/jay-mandal)

Bangalore, India

# IMPACTFUL DELIVERIES

* 6 years of salesforce experience as Lead/Senior Developer.
* Lead a project for claim application which migrated a claim processing from MS Dynamics it doubled the productivity of sales/support team.
* Contributed to the delivery of TITO application which migrated resource cost tracking paper-based application to online portal.
* Key Contributor in building a log monitoring application on salesforce platform.
* Contributed in the company’s growth in building multiple

Internal projects.

* Expertise in Customization (Apex, Lightning and Integration), worked on Experience, Sales and Service cloud.

# SKILLS

### Salesforce

**Apex** with Enterprise Patterns, **Lightning** (LWC, Aura), CSS/SLDS, Javascript & multiple js libraries, Git, JIRA, Experience Cloud, Service Cloud, Sales Cloud, SOQL, SOSL

**Integration** (Rest API, Platform event, Push topics, Data Capture event), Salesforce connect.

**Sales, Service and Experience cloud.**

### Secondary

SQL, Core Java

### Leadership

People Management, Team Player

# CERTIFICATIONS

Salesforce Certiﬁed Application Architect Salesforce Certiﬁed Data Architecture and Management

Salesforce Certiﬁed Sharing and Visibility Designer

Salesforce Certiﬁed Platform Developer II Salesforce Certiﬁed Platform Developer I Salesforce Certiﬁed Platform Appbuilder Salesforce Certified Administrator

# EDUCATION

RAJIV GANDHI PRODYOGIKI VISWAVIDYALAYA BHOPAL

Electronics and communication, 2016 CGPA - 8.47 / 10

# WORK EXPERIENCE

## Genpact July 2020– Present

#### Team Lead Software Engineer

Handling a team of 4 reportees under me and responsible for their quarterly goal settings and performance evaluations. I am responsible for leading the development activities in the project and working as a key contributor in multiple projects.

Driscolls Claim Tool

Leading a team of 4 Junior developers and handling complex requirements with efﬁciency. Building a claim tool. Customer creating multiple claim and uploading important documents. Before creating claim, user can search sales order in external system then can select and create claim for that sales order. It also comprises integrations with MS Dax and to fetch required details and post Invoice adjustment back to MS DAX after processing dispositions related to claim. Customers will have the ability to create claim by sending email also.

## IBM July 2019 – July 2020

#### Senior Package consultant

Worked on projects based on the salesforce experience cloud. Customizing and building custom applications as per the requirements.

TITO(Unilever)

TITO is custom application on salesforce platform which migrated the paper-based requirements as fully automated applications. TITO allow user to track transfer of resource from one organization to other within or outside Unilever, it also tracks the cost and charges applicable for the resources and automates the approval of resource cost withing salesforce using approval process. Transfer request can be created by external user from experienced cloud and internal user also can create it submit for approval to responsible.

## NGGAWE NIRMAN TECH. Dec 2018 – June 2019

#### Software Engineer

Worked on developing salesforce solution for the Breville ecommerce projects based on the salesforce Sales cloud and service cloud and experience cloud.

## Capgemini Sept 2016 – Dec 2018

#### Senior Software Engineer

Worked on salesforce configuration and customization as a junior developer.

Zurich Salesforce

Involved in developing multiple triggers, apex classes and Aura component. Worked creating multiple screens using aura component as per requirement. Wrote apex class trigger for auto conversion of lead and also involved in multiple configuration creation workflow, setting up security model as per requirement.