

## Amit Mondal

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8X Salesforce Certified, 1X Mulesoft Certified, 1X Flowsum Certified

### Experience Summary

I have almost 24 years of experience in the Information technology Industry of which, 13 years were spent as Tech Lead/Technical Architect/Solution Architect in **SFDC (Salesforce.Com) and Force.com** platform. During this tenure I was involved in various stages of the software development life cycle including – analysis, requirement gathering, design, development, testing and implementation of various systems including multi-country rollouts.

I am highly proficient in **Object Oriented Analysis and Design (OOAD)** and my understanding of the Salesforce.Com **Object Model** architecture have contributed in a big way in providing cost effective solution architecture for multiple clients

Through experience in various verticals, I possess thorough knowledge of CRM concepts across the industry. Prior to my experience as a SFDC lead/architect, I worked extensively as an application developer and lead for various implementations based on Core Java, J2EE and other enterprise technologies. I have experience of OSS software development in a Telecom software company.

My assignments included:

- Analysis of business requirements and proposal of solutions to the business sponsors
- Architecture, design, estimation and development
- Leading and managing teams to develop enterprise CRM solutions
- SFDC implementation with large number of source and target systems
- Design and development of external interfaces involving Web Services and Middlewares
- Integration with external systems using 3<sup>rd</sup> Party API.
- Providing solution and estimation in the pre-sales activities

I hold a Bachelor degree in Electronics and Telecommunication Engineering from Jadavpur University. I am currently working in TCS as Consultant.

### Skill Summary

**Salesforce:**

- Sales Cloud, Service Cloud, Community Cloud, Conga CPQ, Salesforce CPQ etc

- Lightning Component ( LWC), Visualforce, Javascript
- Apex Class, Apex Trigger, Batch Apex, Test Class
- SOQL, SOSL
- Email Service, Web2Lead, Web2Case
- Webservices- SOAP, REST
- Workflow, Flows, Process Builder
- Integration using SOAP, REST APIs, Lightning Connect, Salesforce2Salesforce, Mulesoft, Platform Event, Change Data Capture (CDC), LMS etc
- Data Migration from legacy CRM to Salesforce using DataLoader and Informatica
- Customer Communities, Partner Communities
- Force.com Sites, Site.com
- Chatter, Live Chat, Chat Bot
- Call center integration, Soft Phone, Click-2-Call, Call Blast, SMS Broadcast using Twilio
- Reports (tabular, Summary, Matrix and Joined) and Dashboards

### **Certifications:**

- Platform Developer 1 (PD1)
- Administrator (ADM201)
- Platform App Builder
- Sales Cloud Consultant
- Service Cloud Consultant
- Sharing and Visibility Designer
- Data Architecture and Management Designer
- Salesforce Application Architect
- Mulesoft Developer Level 1 (MCD Level1)
- Flowsum Certified Professional

### **Training Attended:**

- Salesforce CPQ
- Conga CPQ
- Field Service Lightning
- Marketing Cloud

## Career Summary

Tenure	Role	Company
Nov, 2017 - Till date	Consultant	Tata Consultancy Services Ltd
Jul, 2009 – Nov, 2017	Senior Manager	Cognizant Technology Solutions
Jun, 2007 – Jul, 2009	Senior Consultant	Capgemini India Pvt. Ltd.
Feb, 2005 – Jun, 2007	Senior Consultant - CRM	Cognizant Technology Solutions
Jan, 2004 – Feb, 2005	Senior Software Engineer	SkyTech Solutions
Jul, 1998 – Jan, 2004	Manager	Ushacomm India Pvt. Ltd.

## Relevant Project Experience

Salesforce Experience Cloud and Integration using Mulesoft	
<b>Technology</b>	Salesforce Experience Cloud, LWC, API Integration, Integration using Mulesoft, SSO, Data Migration
<b>Project Abstract</b>	Customer Self Service Portal implementation in Experience cloud integrating ECommerce application, Parts, EService, Smart HQ, Heroku. This is primarily an application migration project from an open source system to Salesforce.
<b>Roles</b>	Salesforce Solution Architect & Tech Lead

Salesforce Solution Architecture and Estimation for RFP Responses in PreSales	
<b>Technology</b>	Salesforce Sales Cloud, Service Cloud, Salesforce CPQ, Salesforce Field Service Lighting, Salesforce Integration, Salesforce Data Migration, Salesforce Marketing Cloud, Service Cloud Voice & Omni Channel
<b>Project Abstract</b>	Understanding Customer Requirement, Preparing questions (Q&A) for RFP, Providing Salesforce Solution & Estimation for the RFPs. Presenting solution to Sales Team and Customers
<b>Roles</b>	Salesforce Solution Architect

Apttus Integration with EOM Order Management System, Peoplesoft, Product Master, SAP	
<b>Technology</b>	Apttus, Apex, Visualforce, Batch Apex, Apex Trigger, REST & SOAP API, Middlewares like Informatica, Boomi & SOA
<b>Project Abstract</b>	<p>Apttus Integration with Order Management system EOM (Oracle). Apttus Agreement is sent to EOM through Boomi middleware or order creation and fulfillment</p> <p>There is also a reverse flow where EOM order number is updated on the Agreement object. The integration happens through a landing table in Salesforce. Boomi polls the landing tables and pickup records and sends data to EOM. After eom processes the order the order status is updated back in the staging table.</p> <p>Peoplesoft integration is done using the Salesforce REST API. This REST API is</p>

	consumed by PSFT and product information is pushed to Salesforce.  Product Master data is updated from SAP using Informatica middleware.
<b>Roles</b>	Integration Architect, responsible for functional grooming of user stories, solution approach and solution design, estimation of user stories, technical design, code review, providing technical guidance to the team and coding critical piece of code

<b>Salesforce Security overhaul for a Healthcare Company in US</b>	
<b>Technology</b>	Salesforce.com, Apex, Visualforce, Batch Apex, Apex Trigger
<b>Project Abstract</b>	Introduction of Salesforce Territory management 2.0 and replacement of Custom Territory Management with TM 2.0. Role Hierarchy Standardization across countries Sharing rules optimization to improve performance Profile standardization and optimization Reduction in Permission Sets and Public Groups
<b>Roles</b>	Technical Architect, responsible for Application Review, Solution Approach and Solution Design, Code review, providing technical guidance to the team

<b>Salesforce implementation for Healthcare Compliance division in US</b>	
<b>Technology</b>	Salesforce.com, Apex, Visualforce, Batch Apex, Apex Trigger, Salesforce-2-Salesforce
<b>Project Abstract</b>	Case integration between OneStep and Luna application Customization around "123 Compliance" package Integration with FDA Integration with Discovery for reporting Legacy Data Migration
<b>Roles</b>	Development Track Lead, responsible for Requirement Analysis, Solution Design, Review, Task Assignment, Team management and Delivery from Team

<b>Salesforce implementation for a Healthcare Clinical Trial division</b>	
<b>Technology</b>	Salesforce.com, Apex, Visualforce, Apex Trigger
<b>Project Abstract</b>	Force.com Application development for Clinical Study system Legacy Data migration
<b>Roles</b>	Technical Architect, responsible for Solution design, code review, coding for complex components, supporting development team in technical areas

<b>Salesforce implementation for a Pharma Company</b>	
<b>Technology</b>	Salesforce.com, Apex, Visualforce, Apex Trigger
<b>Project Abstract</b>	Force.com Application development for Publishers, Authors and Reviewer Authoring, Reviewing and Publication of Journals Salesforce1 Web Based Mobile access for Reviewers

	Responsive application development using bootstrap
<b>Roles</b>	Technical Architect, responsible for Solution design, Code Review, supporting development team in technical areas

### Salesforce implementation for a pharma company in US

<b>Technology</b>	Salesforce.com, Apex, Visualforce, Batch Apex, Apex Trigger, SOAP, OData Integration
<b>Project Abstract</b>	This is an end to end implementation of Sales application and Integration with SAP and Siebel through WebMethod middleware.
<b>Roles</b>	Tech Lead, responsible for Requirement Analysis, Solution Design, Review, Task Assignment, Team management, delivery

### Site.com implementation for a pharma company in US

<b>Technology</b>	Site.com, Force.com, Community, Salesforce.com, Apex, Visualforce, Batch Apex, Apex Trigger, SOAP, REST API integration
<b>Project Abstract</b>	This is a site development project mainly using Site.com, Force.com Sites and community. This site is about clinical trial study related information. Here we had integration with clinicaltrial.gov. Also we had integration with FICO, Mytrials and Eclipse, Exact target.
<b>Roles</b>	Tech Lead, responsible for Requirement Analysis, Solution Design, Review, Task Assignment, Team management, delivery

### Case Management implementation for a Finance company

<b>Technology</b>	Salesforce.com, Apex, Visualforce, Batch Apex, Apex Trigger, Email2Case, Web2Case, SMS integration using REST API
<b>Project Abstract</b>	This was a case management implementation. It had implementation of multi-level escalation. It had integration with SMS gateway.
<b>Roles</b>	Tech Lead, responsible for Requirement Analysis, Solution Design, Review, Task Assignment, Team management, delivery

### Salesforce Implementation and Integration with SAP and Image Portal

<b>Technology</b>	Salesforce.com, Apex, Visualforce, Integration
<b>Project Abstract</b>	This is an end to end implementation of Sales application and Integration with external systems. Client sells images through Image Portal. Images are downloaded

	by customers and download records are captured in Salesforce for revenue recognition and forecasting. Opportunities are created within Salesforce and then Sales Orders are created. Finally sales orders are sent to the SAP based billing system for invoicing.
<b>Roles</b>	Tech Lead responsible for Requirement Analysis, Solution Design and development and unit testing

<b>Call Center Implementation for Consumer Goods Industry</b>	
<b>Technology</b>	Salesforce.com, Apex, Visualforce, Force.com Sites, Integration
<b>Project Abstract</b>	This is an implementation of a call center application to reduce the Turnaround Time (TAT) of an Agent in any case. This is a Case management, solution and Survey implementation. Salesforce here integrated with Oracle based order management system called OMS. Salesforce has consumed Java based SOAP web services to retrieve important customer transaction information from OMS. Also salesforce has exposed web services which are consumed by OMS to push customer information into Salesforce. A survey module has also been developed on Force.com Sites.
<b>Roles</b>	Tech Lead responsible for Requirement Analysis, Solution Design and development

<b>Force.com Application Development for Entertainment Industry</b>	
<b>Technology</b>	Salesforce.com, Drupal, Visualforce, Apex, Integration
<b>Project Abstract</b>	This is an implementation of Class management application based on Force.com platform for English Learning School for Kids. Salesforce has exposed webservices which are consumed by Drupal to display Student's course summary, attendance etc.
<b>Roles</b>	Tech Lead responsible for Requirement Analysis, Solution Design and development

<b>CRM Implementation for Technology Company</b>	
<b>Technology</b>	Salesforce.com, Apex, Visualforce, Apex Data Loader, Java
<b>Project Abstract</b>	This is an implementation case management and solution implementation of Salesforce CRM application. It has also integration with CMS application called

	Vasont. Salesforce has exposed webservices which are consumed by Java based application to push Solution data into salesforce.
<b>Roles</b>	Tech Lead, responsible for Requirement Analysis, Solution Design and development

<b>CRM Implementation for IME</b>	
<b>Technology</b>	Salesforce.com, Apex Data Loader, SQL Server 2005
<b>Project Abstract</b>	This is an implementation of Salesforce CRM application. This project involves lot of integration with disparate systems which are used by different division of the company. The aim of the project is to create a consolidation of CRM business processes into an unified IT system, enabling collaboration across divisions. This project also involves data migration from different disparate systems.
<b>Roles</b>	Tech Lead, responsible for Requirement Analysis, Solution Design, Development & Data Migration