Curriculum Vitae

Mrinmoy Dam

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Summary:

- 10+ years of experience in IT where 5+ years as developer and Tech Lead in Salesforce Development and designing in Service Cloud, Experience Cloud along with knowledge on Consumer Goods Cloud).
- Have a good exposure in Salesforce including Administration, Development and Integration.
- Having exposure on using Flows, Process Builder, LWC, Aura, Messaging In-App and Web, Community portal and Consumer Goods cloud.
- Experienced on implementing and integration on different CTI products with Salesforce- Vonage CTI, AnyWhere365 CTI, AmazonConnect CTI.
- Have exposure on Integration through Rest API, Platform Events, MuleSoft Connector, Salesforce Connect, Streaming API, Webhook.
- Have experience on Formstack, Sprinklr, Einstein Vision, Einstein NBA, Store Portal, GetFeedbackSurvey, Qualtrics NPS survey and OneTrust consent management.
- Experience on working with Workbench and Salesforce Inspector.
- Led team for Deployment thru Azure DevOps and aware of Salesforce CI/CD process as well as Branching Strategy along with different pipelines.
- Good knowledge on different Product Masters such WeShare, GRD, Akeneo and OneNav.
- Experience of creating batch jobs on SSIS (SQL Server Integration Services) and good exposure of creating reports on SSRS (SQL Server Reporting Server).
- Experience in working on .net v4.5, v4.0, v3.5 (MVC 3, MVC 4, Entity Framework), Team Foundation server (TFS), (Razor View engine), MVP etc.
- Knowledge of Software Development Life Cycle (SDLC) and Agile.
- Excellent analytical, communication and interpersonal skills.
- SPOC for multiple project level activities such as Lean, PQI Audit, Defect Prevention meeting and Technical Forum etc.

Technical Skills

- Experienced on using Salesforce Lightning Web Component development, created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Good exposure on writing apex classes, rest API services, triggers using trigger framework.
- Proficiency with administrative tasks - Creating Roles, Profiles, Permission Set, Users, Groups, Queues, Email Templates, sharing rules (Criteria & Owner based), Record Type, Page Layouts, Validation rules, Email Templates, Process Builder, Lightning Flows, Workflows and Approval Processes.
- Experience in implementing Salesforce Custom objects, Custom fields, Junction objects, Master-Detail relationships and Look-Up relationships, Page Layouts, Record Types, Reports and Dashboards.
- Experience in Salesforce Integration with other external system using Platform Events, Webhooks and REST APIs.

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Back-end Programming      : Apex and C#
Front-end Programming     : LWC, Lightning, CSS, JavaScript, HTML
Database Query            : SOQL, SOSL and SQL
Utility Tools             : Custom Metadata Loader, Data Loader, Workbench, Salesforce Inspector,
                            Data Import Wizard
IDE                       : VS code, Developer Console
CTI                       : Vonage, AnyWhere365 and AmazonConnect
DevOps                    : Azure DevOps
Version Control System    : GIT, TFS
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Graduation/Post Graduation	Specialization	Month/Year Of Passing	College/ School Name	University Name	Final % / Grade Obtained
B-Tech	CSE	July 2013	C.I.E.M	WBUT	80%
Higher Secondary (10+2)	Science	June 2009	Mc. William H.S. School	W.B.C.H.S.E	88%
Secondary	All	June 2007	Mc. William H.S. School	W.B.B.S.E	89%

Certification:
- Salesforce Consumer Goods Accredited Professional *(Credential ID: 1W9lQJHL)*
- Salesforce Certified Application Architect *(Credential ID: 3542116)*
- Salesforce Certified Data Architect *(Credential ID: 3542115)*
- Salesforce Certified Associate *(Credential ID: 3361864)*
- Salesforce Certified Sharing and Visibility Architect *(Credential ID: 2682485)*
- Salesforce Certified Service Cloud Consultant *(Credential ID: 2478092)*
- Salesforce Certified JavaScript Developer I *(Credential ID: 22409430)*
- Salesforce Certified Experience Cloud Consultant *(Credential ID: 23004698)*
- Salesforce Certified Platform Developer I (PD-I) *(Credential ID: 21425809)*
- Salesforce Certified AppBuilder *(Credential ID: 21543666)*
- Salesforce Certified Administration *(Credential ID: 22009737)*
- Copado Admin *(Credential ID: 010323)*
- Flosum Professional *(Credential ID: 0000032748)*

Work Experience:

1. **Salesforce Technical Lead** in Cognizant, India.

1.	Project	:	MarsPulse
	Client	:	Royal Canin - Mars
	Role	:	Senior Salesforce Developer/ Tech Lead
	Tools/Technology	:	Lightning, Apex, REST API, Workbench, Formstack, Sprinklr, SOQL, LWC, Vonage CTI, AnyWhere365 CTI, Salesforce Scheduler, Messaging In-App & Web, Webhook Integration, Platform Events, Async Apex,
	Team Size	:	18
	Duration	:	Jun 2020 – till now
	Description	:	This is a Royal Canin pet care consumer care interface. All Petcare products, stores, enclosure, promotions, Email-to-Case, Web-to-Case, Social-to-Case, contact-us forms, upstream and downstream data flow are handled by us for various markets roll out. We have already implemented the solution for more than 40 countries. It also integrates customer thru several social media channels and agents with legacy systems. It also integrates with 3rd party application and systems.

2.	Project	:	Hybrid Telephony System
	Client	:	Internal Cognizant team
	Role	:	Senior Salesforce Developer
	Tools/Technology	:	Lightning, Apex, Case Classification, OCR, Einstein Vision & NBA, Twilio, WhatsApp.
	Team Size	:	6
	Duration	:	Feb 2020 – May 2020
	Description	:	This is a hybrid prototype of a call center for any domain. It includes Case classification based on history data, Image classification and image text recognition, Next suitable action recommendation to agent and WhatsApp messaging of damaged products/sick pets or texts.

3.	Project	:	Car Damage Assessment
	Client	:	Internal Cognizant team
	Role	:	Salesforce Developer
	Tools/Technology	:	Lightning, Apex, Einstein Vision, Einstein NBA, Amazon Connect CTI
	Team Size	:	2
	Duration	:	Oct 2019 – Jan 2020
	Description	:	This is prototype project for one of Cognizant Insurance project with AI enabled feature and telephony support. Here customer care agent will get auto assessment expenditure and damage report of a damaged car with the related Insurance policy details.

4.	Project	:	Molina HealthCare Center
	Client	:	Molina
	Role	:	Salesforce Developer
	Tools/Technology	:	Visualforce, Apex, Einstein NBA, Amazon Connect CTI, AWS Bot
	Team Size	:	5
	Duration	:	Apr 2019 – Sept 2019
	Description	:	This is to implement a call center system for Molina Healthcare where agents will connect with customers thru chat or call. All chat transcripts would be stored in the system. Supervisor can monitor the status of every customer request. Agent would also get an automated future action recommendation.

5.	Project	:	AstraZeneca Call Center
	Client	:	AstraZeneca
	Role	:	Salesforce Developer
	Tools/Technology	:	Visualforce, Apex, Amazon Connect CTI, AWS Bot
	Team Size	:	3
	Duration	:	Jan 2019 – Mar 2019
	Description	:	This is a simple call center solution for agent who will receive chat and phone requests from customers.

Role and Responsibilities

- Working on defining complex Stories (tasks) finalized in Sprint Planning.

- Gathering requirements and mapping those requirements with the system design.

- Creating Technical Design Documents maintaining Salesforce C4 Design model and getting it reviewed by Technical Architects.

- Attending daily stand-up call with Business partners and Scrum Master to update the work status & address client's concerns.

- Setting-up Demonstration for completed stories to product owner for their sign-off.

- Involved in end-to-end Estimation planning and Business Development Plan.

- Leading and managing developers and testers for developing, testing, troubleshooting and debugging of the application.

- Coordinating with Business and Onshore for any Technical or Functional help.

- Coordinating with Business Agents, Product owners and Support teams for any Pre-Deployment or Post-Deployment activities and technical issues.

- Developed Proof of Concepts to onboard new projects under the Business line.

- Coordinating with 3rd Party System Developers for any integration related implementation/testing.

- Doing code review as per Industry standards and providing approvals for deployments.

- Involved in pipeline deployment through Azure DevOps and changesets.

- Coordinating Testing team to deliver error-free application.

- Check-in and merging of the code in different environments by coordinating with release manager.
- Taking reverse KT from the new team members to validate their understanding of the system.
- Writing emails to BA or PO to get the consolidated configuration requirements and clarifications.

2. **Associate - Projects** in Cognizant Technology Solutions, India.

1.	Project	:	**Office of General Council (OGC)**
	Client	:	**CHUBB NORTH AMERICA (INSURANCE)**
	Role	:	Developer.
	Tools/Technology	:	.net 4.0(C#.net,ASP.Net), SSIS, SSRS *(With RDL and RDLC file)*, *Visual Studio 2010, SSMS, MVC3 & MVC4 Razor View Engine, Entity Framework*
	Servers	:	SQL SERVER 2008, 2008R2
	Team Size	:	4
	Duration	:	Jan 2017 – Dec 2018
	Description	:	OGC controls 5 gold applications (PAS, PTS, CMS, F&P and CFDS) for Chubb. These are the only upstream applications and data of these applications are being used by all Chubb downstream applications.
2.	Project	:	**Workers Compensation Integration Framework (WCIF)**
	Client	:	**CHUBB NORTH AMERICA (INSURANCE)**
	Role	:	Developer
	Tools/Technology	:	C#.NET, SSIS, SSMS, AQT
	Servers	:	SQL SERVER 2012
	Team Size	:	6
	Duration	:	Jul 2016 – Dec 2016
	Description	:	This is an internal project which integrate Insurity application data with WCS, WC-Rating, WC-Policy Print.

3. **Software Engineer** in Syntel Limited, India. (November 2013 to June 2016).

1.	Project	:	**HumanaOne-IDE**
	Client	:	**Humana**
	Role	:	Developer.
	Tools/Technology	:	**Backend**: C#, WCF, Web API, MVC 4, SQL Server 2008/2012, SSIS **Frontend**: C#, Razor, Sitecore
	Servers	:	SQL SERVER 2008, 2008R2, 2012
	Team Size	:	19
	Duration	:	Oct 2014 – Jun 2016
	Description	:	The objective of the project is to develop an application for HumanaOne. The application allows individual customer to quote and enroll for insurance plans from Humana, even they are able to renew their existing plan or can choose new plan.
2.	Project	:	**Humana_B1_AE_EnTr_EHUB**
	Client	:	**Humana**
	Role	:	Developer
	Tools/Technology	:	MS SharePoint 2010, SharePoint Designer 2010, MS InfoPath 2010, JavaScript.
	Servers	:	SQL SERVER 2012
	Team Size	:	6
	Duration	:	Dec 2013 – Sep 2014
	Description	:	Humana SharePoint site is mainly for forms storage where user will come and click on to the forms and it will open through InfoPath Filler. There they will fill the forms and submit it. After submitting the forms, forms' owners will directly receive those forms and form data via their email without saving those forms into SharePoint site.

Personal Profile:

- **Name**   : Mrinmoy Dam.
- **Marital Status**   : Married.
- **Date Of Birth**   : 9th February 1992
- **Present Address**   : Deepshikha Abashon, 577 Nayabad, Panchasayar, Kolkata- 700094.
- **Hobbies & Interest** : Coin collection, Sports, watching movies and web series.
- **Languages Known** : English, Hindi, Bengali.

Other Comments:
I hereby declare that the information that I have furnished is authentic, and true to the best of my knowledge.

(MRINMOY DAM)