POULAMI BANERJEE

Maharashtra, India

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**EXPERIENCE:**

# **ABSA**

## **Johannesburg, ZA // Senior Salesforce Developer // 01/2020 – present**

* Develop, maintain, create, and improve Lightning Component (Aura),validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas
* Experience in developing Salesforce CRM App Exchange Applications in Classic as well as Lightning.
* Well experienced with Triggers, Components and Controllers in Salesforce Classic & Lightning.
* Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and “how-to” assistance Develop or review development of test protocols for testing application before user acceptance. Review test results and direct further development
* Seek out ways to utilize SFDC to improve processes and productivity, and make recommendations to support an organization scaling at a rapid pace
* Work with business leaders and the current development team to document and develop enhancements to our current Salesforce.com org.
* Recommend, schedule, and perform software improvements and upgrades for optimal performance
* Performs administrative responsibilities to include custom fields, workflows, validation rules, user management, etc.
* Provide hands-on, expert-level technical assistance to developers
* Works within established procedures to develop, test, implement, and maintain application software

# **ABSA**

## **Johannesburg, ZA // Salesforce Developer // 08/2017 – present**

* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes.
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows
* Work with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting
* Work Closely with Team Lead or Project Manager to develop solution in accordance to the system design
* Work with Manager to provide scope and timelines.
* Proactively engage on continuous improvement efforts for application design, support, and practice development efforts Provide recommendations on how to improve our Salesforce operational platform.
* Provide recommendations on how to improve our Salesforce operational platform.
* Performing hands-on software development and testing.

**EDUCATION**

# Neotia Institute of Technology & Marine Engineering

Bachelor’s Degree in Information Technology // 2010 – 2014

## **SKILLS**

Good understanding of the CRM processes (Sales Domain, Insurance Domain, and Pharma Domain). Business knowledge of Salescloud and Servicecloud and Salesforce Platform.

Proficient in writing clean, solid, readable code

Proven ability to deliver high-quality, reliable code implemented on schedule

Time management, ability to multitask, and propensity to handle urgent interrupts with poise and professionalism Good knowledge of Javascript, SQL

Capable of writing and debugging efficient SOQL queries of standard and custom objects, and able to understand and develop for complex data models

Excellent problem solving and troubleshooting skills, with a solid customer-service orientation

Strong verbal and written communication skills including the ability to share ideas both with the business and internal IT teams

Ability to maintain a detail oriented approach while multitasking in a fast paced environment.

**CERTIFICATIONS**

# Salesforce Platform Developer 1 (DEV – 401)

* Oracle Siebel CRM Technology