**Harapriya Kanungo**

**Associate Consultant**

**Capgemini Technology Services India Limited**

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**SUMMARY:**

* Having 6+ years’ experience in the field of Information Technology, 3+ years’ experience in Salesforce and 3+ years’ experience in JAVA.
* Strong knowledge on Triggers and automations
* Strong knowledge on Batch apex ,schedule apex and Future operations
* Worked on Salesforce.com Configuration & Customization using Visualforce page, components, Apex Programming. Triggers, SOQL and SOSL queries etc.
* Strong knowledge on Apex controller on Extensions and Customizations.
* Experience in writing Test class and Custom settings and metadata programming
* Experience in creating visual flows and plugins
* Good Knowledge on Automations using Workflow, Process Builder and Approval Process.
* Strong understanding of Security Controls for implementing security such as

Object and field level security at Profile and Permission Set, and sharing rules at record level for different users at different levels of organization

* Experience in Data Migration using Data load tools like Data loader
* Experience in Deployment using change set, ANT Migration Tool,Force.com IDE
* Experience in Object Oriented Programming (OOP)**, Lightning (1 year),** Java Script**,** JQUERY and LWC (3months).
* Experience in Knowledge Articles, Topics, Promoted Search Term, Data category.

**EMPLOYMENT:**

* + Presently working as Associate Consultant in **Capgemini Technology**, Bangalore from April 2018 to till date.
	+ Worked as Software Developer in **Shiftu Technology Pvt. Ltd** from Aug 2014 to April 2018.

**TCHNOLOGY & SKILLS:**

|  |  |
| --- | --- |
| **Programming Languages** | Force.com Apex, VisualForce Page, Visualforce Component, Trigger, Workflow, Approval Process, Batch Apex, Java, JSP, Servlet, Lightning |
| **Tools & Utilities** | Data loader, Force.com IDE |
| **Web Technologies** | HTML, XML, JavaScript |

**EDUCATIONAL QUALIFICATION:**

|  |  |  |
| --- | --- | --- |
| **QUALIFICATION** | **BOARD/UNIVERSITY** | **PERCENTAGE/CGPA** |
| MCA | BPUT | 8.47 (CGPA) |
| B.Sc.(IST) | RAVENSHAW UNIVERSITY | 78.36 |
| +2 Science | C.H.S.E | 61 |
| HSC | B.S.E | 76.13 |

**CERTIFICATION:**

* Salesforce PD1 Certification
* Salesforce Admin Certification
* Salesforce Platform App Builder
* Salesforce Service Cloud

**AWARD:**

* Got Best Team Award in Capgemini.
* Got Rising Star Award in Capgemini.

**EXPERIENCE SUMMARY & PROJECT DETAILS:**

**Projects# 1 Coles**

**Period: Oct 2020 to Till Date**

**Technology: Salesforce.com, Force.com, Apex, Visual force Page, Component,**

 **Email** **Service, Trigger.**

**Description:** The Coles Group is creating a platform to listen to, absorb, track, plan and react to Coles customer feedback via its various channels voice, email, physical mail, social network interactions. Coles current Case Management solution is called SFI Care and has been rolled out to the Customer Care Team. This operates alongside Lithium which is connected to Facebook leveraged by the marketing team. The intended objective of this project is to replace SFICare and Lithium as the tools and to lay the foundations of the Salesforce platform for Customer Case Management as an enabler for future initiatives.

The main technology components to address these includes :

1. Case Management: Log, track and resolve feedback across range of channels.

2. Relationship Management: Understanding contact details, past orders, past cases and the way in which customer interacts with Coles

3. Social Listening: To better incorporate social media feedback and messaging into actionable cases

4. Reports and Analytics: To leverage Salesforce Out Of Box reporting capabilities for accurate analytic data to make better decisions.

**Roles & Responsibilities:**

 As a Team Member, responsible for the following:

* Developing application.
* Designed and developed custom objects, tabs, fields, page layout as per business requirements.
* Created APEX classes, Visualforce pages, Triggers, Apex Controllers, LWC component.
* Worked on Integration.
* Created the workflows, profiles, sharing rules, permission set.
* Maintain user’s roles, security profiles and worked in Lightning and LWC.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Created record types, page layouts.

**Projects# 1 Toyota**

**Period: April 2020 to Oct 2020**

**Technology: Salesforce.com, Force.com, Apex, Visual force Page, Component,**

 **Email** **Service, Trigger.**

**Description:** The Next Best Moment program is focused on providing a holistic view of nurtured guests during their lifecycle with Toyota. As part of the program, TEX lead management functionality has been migrated to the Next Best Moment platform. Our main purpose was to provide with a holistic view of TEX leads and optimize the management of those leads.

**Roles & Responsibilities:**

 As a Team Member, responsible for the following:

* Developing application.
* Designed and developed custom objects, tabs, fields, page layout as per business requirements.
* Created APEX classes, Visualforce pages, Triggers, Apex Controllers.
* Created the workflows, profiles, sharing rules, permission set.
* Maintain user’s roles, security profiles.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Created record types, page layouts.

**Projects# 3 Jetstar**

**Period: May 2018 to March 2020**

**Technology: Salesforce.com, Force.com, Apex, Visual force Page, Component,**

 **Email** **Service, Trigger.**

**Description:** This application includes 6 functional modules – Complaint Console, Group Booking Console, Inbound Console, Social Media Console, Live Messanger Console, Sales Console.

**Roles & Responsibilities:**

 As a Team Member, responsible for the following:

* Developing application.
* Designed and developed custom objects, tabs, fields, page layout as per business requirements.
* Created APEX classes, Visualforce pages, Triggers, Apex Controllers.
* Created the workflows, profiles, sharing rules, permission set.
* Maintain user’s roles, security profiles and worked in Lightning.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Created record types, page layouts.
* Worked in Support.

**Projects# 4 Potential Finder**

**Period: Oct 2017 to Apr 2018**

**Technology: Salesforce.com, Force.com, Apex, Visual force Page, Component,**

 **Email** **Service, Trigger.**

**Description:** This application includes 3 functional modules - Content Management System, SEO Management, Site Visitors action

 tracking & visitors recommondation functionality

**Roles & Responsibilities:**

 As a Team Member, responsible for the following:

* Developing application.
* Designed and developed custom objects, tabs, fields, page layout as per business requirements.
* Created APEX classes, Visualforce pages, Triggers, Apex Controllers.
* Created the workflows, profiles, sharing rules, permission set.
* Maintain user’s roles, security profiles.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Created record types, page layouts.

**Projects# 5 Insurance Management System**

**Period: Jan 2016 to Sept 2017**

**Technology: Java, JDBC, JSP, String, Hibernate, Web Service, XML**

**Description:** This application includes 5 functional modules – Agent

 Registration form, Policy Holder Registration Form, Admin form,

 Agent form, Policy Holder Form.

**Roles & Responsibilities:**

 As a Team Member, responsible for the following:

* Involved in understanding and analyzing the requirements, and development of various modules.
* Implemented auditing i.e. tracking user information in admin module.
* Specialized in developing web applications using leading edge technologies and frameworks such as spring and Hibernate.
* Implemented various design patterns in the project such as Strategic, Cache, MVC, Business Delegate, Data Access Object**,**
* Implemented the application using Spring Framework which is based on Model View Controller design pattern.

**Projects# 6 Healthcare Management System**

**Period: Sept 2014 to Dec 2015**

**Technology: Java, JDBC, JSP, String, Hibernate, Web Service, XML**

**Description:** It is a hospital information system that caters for both in-and out-patient units as well as diagnostic departments. All hospital processes are supported within the system including patient admission, diagnosis, and discharge and invoicing. The main modules of the system are In-Patient, Out-patient, Registration, Doctor, Ward, Office Staff, Administrator, Facility, Insurance, Medicine and Billing.

**Roles & Responsibilities:**

 As a Team Member, responsible for the following:

* Involved in understanding and analyzing the requirements, and development of various modules.
* Implemented auditing i.e. tracking user information in admin module.
* Specialized in developing web applications using leading edge technologies and frameworks such as spring and Hibernate.
* Implemented various design patterns in the project such as Strategic, Cache, MVC, Business Delegate, Data Access Object**,**
* Implemented the application using Spring Framework which is based on Model View Controller design pattern.

I hereby declare that the above given details are true and references available on request.