

Puja Das

Address: 11/6 Panchkari Mohanta Lane Salkia Howrah - 711106

Phone: +918584035302

Email: das.puja765@gmail.com

CAREER OBJECTIVE

Looking for a challenging career which demands the best of my professional ability in terms of technical skills and help in enhancing my current skill and knowledge. Works well under pressure and ready to gain knowledge in new technology.

PROFESSIONAL SUMMARY

- Have 4+ Years of strong experience in Administration and Developer in Salesforce.com
- Played critical role in Salesforce implementations from Requirement Gathering, Design, Implementation, Configuration, Customization, Integration, Deployment interacting directly with client.
- Hands on experience on developing Triggers, Apex Classes, VF Pages and LWC.
- Experienced in Agile based project.

SKILLS

- Domain: CRM
- Technology: Salesforce and Veeva
- Core: Salesforce Configuration and Customization, Integration, LWC
- Tools Used: Salesforce, Data Loader, Workbench, Visual Studio, Veeva, Service-Now and JIRA

WORK HISTORY

- Accenture (*Position – Application Development Senior Analyst*) 19th October 2020 - Present
- Cognizant Technology Solutions (*Position – Senior Developer*) 28th June 2016 – 15th October 2020

CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer 1
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant

PROFESSIONAL EXPERIENCE

- Working as a Salesforce Developer for Biopharmaceutical Client.

| | |
|----------------------------|--|
| Role | Salesforce Developer (Oct 2020 - now) |
| Organization | Accenture |
| Roles and Responsibilities | <ul style="list-style-type: none">• Interacts directly with client and business on a regular day to day basis to Gather requirement• Worked on Salesforce configuration and customization for various enhancements. Approval Process/Workflow Rules/ Process Builder/Flows Apex Triggers and Classes, Batch Apex Reports and Dashboards• Worked on Post Instance Migration |

- Working as a Salesforce LWC Developer for building an application from scratch.

| | |
|--------------|--|
| Role | Salesforce LWC Developer (Dec 2020 – Sep 2020) |
| Organization | Cognizant Technology Solution |

| | |
|----------------------------|--|
| Roles and Responsibilities | <ul style="list-style-type: none"> Created an application in lightning from scratch for placing orders for doctors and Patients and track the order placed. Interacted with client directly during requirement gathering phase. Designed the system with the help of architecture keeping in mind salesforce best practices. Provided effort estimation, feasibility analysis and demoed deliveries in respective sprints. Worked with Lightning Web Components (LWC), Lightning App Builder, Apex Controllers, Triggers, Lightning Page. Performed deployment using Visual Studio. Worked in an agile scrum environment, with weekly sprint releases. |
|----------------------------|--|

- Working as a Salesforce Developer for transferring data from a Salesforce org to another Salesforce Org.

| | |
|----------------------------|---|
| Role | Salesforce Developer (Sep 2020 – Nov 2020) |
| Organization | Cognizant Technology Solution |
| Roles and Responsibilities | <ul style="list-style-type: none"> Worked on Data transferring from one Salesforce org to another through integration Worked with Batch Class, REST to generate XML for data to be send to other org and getting response back, Test Class. Performed deployment using Change set in both UAT and Production orgs. |

- Working as a Salesforce and Veeva Developer for CRM Harmonization Project across Countries in two Phases.

| | |
|----------------------------|--|
| Role | Salesforce and Veeva Developer (March 2019 – Aug 2020) |
| Organization | Cognizant Technology Solution |
| Roles and Responsibilities | <ul style="list-style-type: none"> Worked on creating consolidated UI in Veeva CRM application using Veeva configurations like Veeva Messages and VMobile Object Configuration, Veeva Settings etc. Organized / enhanced application standard by migrating from many profiles to single profile with permission set, as a part process optimization. Also streamlined numerous functionalities that were previously present respective to individual countries and hence was difficult to maintain. Created Complex lightning flow, Approval Process, Process Builder, Validation Rules, Sharing Rules, User Role and Profile, custom settings, custom labels, custom metadata etc. Worked on VF Page, Apex triggers and Handler, Apex class, Batch and Test Classes. Deploying changes from Test to Production using Change Sets and Eclipse IDE Worked on Agile Methodology (user story grooming, sprint planning, sprint retrospective) and Jira tool. Able to groom user stories and make accurate estimates through story points. Experience in working closely with client over daily sync up call for deployment of solutions and providing training on solutions. |

- Worked as a Salesforce, Veeva Support and Developer for Biopharmaceutical Company

| | |
|----------------------------|--|
| Role | Salesforce and Veeva Developer (Dec 2016 – Feb 2019) |
| Organization | Cognizant Technology Solution |
| Roles and Responsibilities | <ul style="list-style-type: none"> Worked as a L3 support and enhancement resource in Salesforce and Veeva CRM application. Worked extensively on various critical Salesforce and Veeva configuration and customization enhancement. Worked on Approval Process, Workflow Rules, Validation Rules, Sharing Rules, User Role and Profile etc. Veeva CRM Application knowledge as well as business <ul style="list-style-type: none"> Accounts Calls |

| | |
|--|---|
| | <ul style="list-style-type: none"> ○ Cycle Plan ○ CLM (Closed Loop Management) ○ Products (Detail / Promotional / High Value Promotional) ○ Territory Hierarchy ○ User Territory Alignment ● Worked on Veeva Vault request like creation of Users, Geography Specific Products, and Generating Reports as per user's request. Have an overview on process workflows. ● Have end to end application knowledge and business functionality of Veeva Application. ● Monitored tickets / incidents and change requests in Service Now as a part of support activity and solved them within the SLA timeline and zero escalation. ● Managed team of two as offshore lead. ● Deploying changes from Test to Production using Change Sets |
|--|---|

EDUCATION

SRM UNIVERSITY, Chennai, India

Bachelor of Technology in Computer Science and Engineering, May 2016

- GPA: 8.64

AGRASIAN BALIKA SIKSHA SADAN, Howrah, India

ISC(Science), 2012

- PERCENTAGE: 82%

AGRASIAN BALIKA SIKSHA SADAN, Howrah, India

ICSE, 2010

- PERCENTAGE: 77.6%

PERSONAL PROFILE

- Father's Name: Sankar Das
- Date of Birth: 27th September 1993
- Bilingual English, Hindi and Bengali

DECLARATION

I do hereby declare that the information given above is true and correct to the best of my knowledge.

Puja Das

