**Deepika Deepanwita Ghose**

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**Professional Summary:**

* Overall 7.8 years with 4.9 yrs of experience into Configuration and Customization of Salesforce applications.
* Proficiency in SFDC Configuration tasks like creating Profiles, Roles, Users, Page Layouts,Workflow, Processbuilder, Validation Rules, Assignment Rules, Escalation Rules, OWD (Organization Wide Defaults),Sharing rules, Role hierarchy, Field level security, page layout, record types, Reports, Dashboards.
* Experience in data exporting and importing using Import Wizard ,Apex Data Loader.
* Worked on Lightning Components, Framework and Design System,Apex, Force.com, Salesforce.com. Customizations.
* Cohesive team worker, having strong analytical, problem solving and interpersonal skills.

**Key Skills:**

Lightning Components,Lightning Framework,Validation Rules,Workflow Rules , Process builder, Apex Classes,Triggers, SFDC ,Salesforce.com,HTML,Javascript,CSS,Visualforce page,Integration using HTTP Callout,Test Classes.

Certifications Completed:

1.OCJP (Oracle Certified Java Programmer) Certification

2.Platform Developer1 Certification

3.Salesforce Administration Certification

4.Sales Cloud Consultant Certification.

5.Community Cloud Consultant Certification.

**Career Objective :**

* To secure a challenging position where I can effectively contribute my skills as Software Professional, possessing competent Technical Skills.

**Career Profile:**

* Working in Capgemini from Dec 2018 to till Date and current designation “Senior Consultant”.
* Worked in Cognizant Technology Solutions from Mar 2017 to Dec 2018 with designation “Associate Engineer”.
* Worked in Tata Consultancy Services from Dec 2014 to Mar 2017 with designation “System Engineer”.

**Project Details:**

**Project No: 1(Automobile Client PTL)**

* PTL offers full-service truck leasing and contract maintenance, including preventive maintenance, roadside assistance, collision repair, and fleet tracking.
* Skills: Lightning Components, Lightning Design Systems, Apex Classes, Client- side Controller JS, Visualforce Pages, Facebook and Google Social media integration with Salesforce.
* Worked on Salesforce Classic to Lightning Migration, Integration using HTTP Callout for making the customizations in the project application
* SFDC Standard Object Configuration: Accounts, Person Account, Cases, Custom Object development Field creation, Page Layout creation/editing, Profile, Permission Set, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Reports, Dashboards, Formula Fields and Cross Object, SOQL ,Formula Fields ,Apex Classes, Triggers, Visualforce Page, Custom components.

**Project No: 2(Insurance Client)**

* Its is a leading financial services group. Clients look to us for strong, reliable, trustworthy and forward-thinking solutions.
* It offers multiple products and services in *Hongkong* for individuals and businesses, including life insurance, wealth management, and asset management.

Skills: Service Cloud Implementation, Lightning Components, Lightning Design Systems,Apex Classes, Client- side Controller JS

SFDC Standard Object Configuration: Accounts, Person Accout,Cases, Custom Object development Field creation, Page Layout creation/editing, Profile, Permission Set, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Reports, Dashboards, Formula Fields and Cross Object,,SOQL,Formula Fields ,Apex Classes, Triggers, Visualforce Page,custom components.

**Project No: 3(Real Estate Venture Client)**

Configuration Skills: SFDC Standard Object Configuration: Accounts, Contacts, Opportunities, Products, Price Book, Object development Field creation, Page Layout creation/editing, Profile, Permission Set, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Reports, Dashboards, Formula Fields and Cross Object, SOSL,SOQL,Formula Fields ,Apex Classes, Triggers, Visualforce Pages..

**Responsibilities:**

* Understanding the business requirements and analysis.
* Worked with the user group for requirement gathering throughout the planning and implementation.
* Defined Org wide defaults to restrict access from users.
* Created Data Validation rules and Formulas as per business requirement.
* Creation of organizational hierarchy with Roles & Profiles.
* Created Reports and Dashboards to track Opportunity pipeline/Stages.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data
* Packaged and Deployed customizations from Sandbox to other environments.

**Project Description:**

Client has Real State process where they maintain all the Flat information with their respective buyers. Salesforce is helping them to maintain all the Flat information in a one application from Interested to Sold. The main objective of the application is to get the visibility on payments with associated Flats and keep tracking on the payment schedule. They can get the status of each and every activity in the organization and can do the forecasting on upcoming projects. Reports are generated on daily, weekly or monthly basis with profit/loss details which helps them to enhance the business in various ways.

**Project No:4(Insurance client)**

**Description**: It provides managed care services exclusively for health care programs, focusing on Medicaid and Medicare. The **SalesForce CRM**Application is implemented to consolidate sales management for all the regions. SalesForce CRM Application was developed to provide customized solutions to the Sales team to keep track of their customers, their contact information and their opportunities in Pipeline.

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Sales Cloud Implementaion on Account,Quotes,Opportunities Standard Objects and Custom objects.
* Defined Org wide default to restrict access from users.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates,time-dependent actions.
* Created Reports and Dashboards to track Object pipeline.
* Help users with Chatter teams/Groups and follow application as well.

**Configuration and customization skills:** SFDC Standard Object Configuration: Accounts, Contacts, Opportunities,Object development Field creation, Page Layout creation/editing, Profile, Permission Set, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Reports, Dashboards, Formula Fields, Visual Force (Pages, Component & Controllers), Apex Classes, Triggers,Data Loader.

**Project No 5 (On Java/J2EE):**

**Name:** Bank Cards CBOL VA Development  
**Description:**

Client CITI bank offers wide range of Credit Cards, Banking Accounts and Loans besides Wealth Management, Insurance Services, Investments Options.

Bank analyses the full flow of critical information within the bank, from its origin to its transmission, replication, and storage - all the way to its destruction. This process refers to the Vulnerable Assessment which is essential in banking sectors.

Main purpose of this project is to eliminate vulnerable risks from the application to make it secure and reliable for the user.

**Responsibilities:**

* Developed the Code as per the requirements.
* Involved in developing the JSP pages and Java Classes.
* We need to analyse the issue and provide fix.
* Handled different types of vulnerable issues and developed some vulnerable implementations within the application as per the requirement.
* Unit testing and integration testing of owned use cases.

**Educational Qualifications:**

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| --- | --- | --- |
| **Qualification** | **Name of institution** | **Percentage/Grade** |
| B.Tech | Trident Academy Of Technology | 8.5(CGPA) |
| Standard Xii /C.H.S.E. | R.D. Women’s College | 78.83 |
| X / BSE | Govt. High School, V.S.S. Nagar | 91.2 |

**Personal Strengths :**

* High Grasping Power.
* Keen Intellect.
* Can work under pressure to meet deadlines.
* Flexible team player.
* Learning new technologies
* Motivating others
* Accepting Challenges

**Hobbies and Interests:**

Painting, Singing, Surfing net,Dancing,crafting, Travelling

**Personal Details :**

Marital Status: Single

Date of Birth**:** 12-10-1991

Languages known**:** English, Hindi, Bengali, Odiya

**Affirmation:**  
  
I hereby declare that the information furnished above is true to the best of my knowledge and belief.