**Mrinalini Bhattacharya**

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**Profile Summary**

Software developer with more than 3 years of experience with an international firm. Hands on knowledge and understanding of Salesforce objects, Triggers, Apex Classes, Asynchronous Apex. Ability to work under tight deadlines and rapidly changing priorities with creative and focused approach. Catering to business needs with high analytical and interpersonal skills.

**Professional Skill**

Proficient in Apex programming, customization and enhancement of salesforce org, creation and modification of custom objects in Sales and Service Cloud. Experienced in AGILE model (JIRA tool, Scrum meetings), and end to end stages of SDLC from requirement analysis, design and development to testing and delivery.

**Certifications:** Salesforce Certified Administrator, Salesforce Certified Platform App Builder and Salesforce Certified Platform Developer 1

**Project Experience**

**Fiserv Global Services, Noida Salesforce Developer December 2018 - present**

Working for leading client in vehicle insurance, developing new functionalities, enhancements and support for all the developed and existing flows. Major work revolves around sales and service cloud using combination of standard and custom objects in blend of declarative programming and apex coding to get maximize ease of use and fast deployments.

Helped in designing new implementation of CPQ (Configure Price Quote) and Billing process, coordinated in migration from legacy to cloud.

Got two organization level (L2) awards under “Inspire and Achieve Excellence” for automating the billing process in Latin America- Mexico region and working as an SME in Billing and Payments.

**Fiserv Global Services, Noida Application Developer July 2017 – November 2018**

Worked on Microsoft EPM (Microsoft Project Planner and Project Web App), Share Point development and SQL Server Reporting Services (report development).

Got one organization level (L2) award under “Earn Client Trust” for automating report generation process that reduced execution and delivery time by 40%.

**Qualification**

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| **Qualification** | **Year of Passing** | **Score** | **Institution** |
| B.Tech Electronics and Communication Engineering | 2017 | 7.2 CGPA | Vellore Institute of Technology, Chennai. |
| CBSE - Higher Secondary (XII) | 2013 | 87% | D.A.V. Public School, Faridabad |
| CBSE - Secondary (X) | 2011 | 9.8 CGPA | D.A.V. Public School, Faridabad |

**References**

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| Rajnish Kumar  TechLead  +91 9887 343 419  Fiserv, India. | Piyusha Sinha Project Manager +91 9810 635 230 Fiserv, India |