Objectives:

 To work in a dynamic professional environment with a growing organization and utilize

 my creativity and innovative thinking for benefit of the organization.

Professional Summary:

* Having 5.6 years of professional experience in Information technology.
* Having 3.5 years of experience in **Salesforce Development** and **Administration**.
* Having good domain and development experience in **Sales Cloud, Service cloud and Health cloud.**
* Experience in **SFDC Configurations/Customizations** as Administrator and Developer.
* Expertise in Sales force customization includes **Fields, Objects, Validations, Workflows, Record Types, Page Layouts, Process Builder** and **Approval Process.**
* Experience in Customizing **Standard Objects, creating Users, Roles & profiles** **and configured the permissions** based on the organizational hierarchy.
* Experience in data migration from Legacy Systems using **Apex Data Loader / Import wizard**.
* Experience in Configuring **Profiles, Roles** and **Permissions sets** in Salesforce.
* Expertise in writing Apex Class, SOQL and Triggers.
* Experience in **Batch Processing (Batch Apex)** and **Scheduled Apex**
* Extensive experience in writing **Test classes** and **Test Coverage** for all the apex classes designed.
* Developed SFDC Customized **Reports** and **Dashboards.**
* Experience on creating **Email Templates** and **Workflows**.
* Experience in Data deployment from Sandbox to Sandbox by using **Change Sets**.
* Experience in Lightning Concepts creating **Lightning Components, Lightning Controllers, Lightning Helpers**, etc.
* Experience in **Lightning App Builder** and **Schema Builder**.
* Experience in integration of **SFDC** and **IGNITE-Automation tools**.
* Experience with the DevOps tools like **Bitbucket, Git, SourceTree, Bamboo.**
* Experience with the tools like **Share point** and **ServiceNow tool.**
* Having a knowledge Salesforce Web Service Integration (**REST API & SOAP API**).
* Experience in using the tools like **Curl**, **Workbench** and **Postman**.

Professional Experience:

* Working as Salesforce Developer in **IBM India Pvt Ltd** from May 2017 till date.
* Worked as Application Developer in **IBM India Pvt Ltd** from May 2015 to May 2017.

Educational Qualifications:

* BE in Electronics & Communication (Graduated with Distinction marks) from **Visveswaraya Technological University (VTU) with Distinction, Belgaum**

Technical Skills

|  |  |
| --- | --- |
| **SFDC Technologies** | Salesforce.com CRM, Apex, Visualforce, Lightning |
| **Web applications**  | HTML, XML, JavaScript |
| **IDE Tools** | Eclipse, Force.com IDE, Visual Studio Code,Developer Console |
| **Operating System**  | Windows OS Family |
| **Client** | ANTHEM- A Healthcare Company |

Certifications:

* **Salesforce Certified Platform Developer 1**
* Governance, Legal Issues, Medicare and Medicaid (AHM510)
* Healthcare Management: An Introduction (AHM 250)

Project 1: ANTHEM

 Team : Membership

 Environment: Apex Classes, Page Layouts, VS Code, Record Types

 Duration : May 2017 till date

 Position : Senior Salesforce Developer

Roles and Responsibilities

* Configuration of Salesforce.com - **creating objects, fields and Page Layouts.**
* Involved in Salesforce.com application Setup activities and customized the apps to

match the functional needs of the organization.

* Worked on **Custom Settings and Custom Labels**.
* Interacted with various business team members to gather the requirements and

documented the requirements.

* Worked on **Field level Security (FLS).**
* Used Sales Force Automation (SFA) for **Sales Lead Management, Account** and **Contact**

**Management, Approvals process and Workflows**.

* Worked with various salesforce.com objects like **Accounts, Contacts, Leads, Campaigns,**

**Reports** and **Dashboards.**

* Creation of Test Classes for **Apex Classes** and **Apex triggers**.
* Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation**

**rules on the objects** and **tabs, Components** and **Visual Force Pages**.

* Involved in creating **users, profiles, page layouts** and **Enable Field History Tracking.**
* Worked on Lightning Concepts Like - Creating Lightning Components, Lightning Controllers, Lightning Helpers, etc.
* Created page layouts, search layouts to organize **fields, custom links, related lists,** and

**other components on a record detail and edit pages.**

* Designed, developed and deployed Apex Classes, Controller Classes and Apex

Triggers for various functional needs in the application.

* Developed and configured various **Reports** and **Report Folders** for different user profiles

based on the need in the organization.

* Used the sandbox for testing and migrated the code to the deployment instance after

testing.

* Used SOQL with consideration to **Governor Limits** for data manipulation needs of the

application using platform database objects.

Project # 2: ANTHEM

 Team : PLASM

Environment: Mainframes z/OS system

 Duration : May 2015 to May 2017

 Position : System Engineer-Application Developer

 Roles and Responsibilities

* Being in Development, Maintenance and Enhancement project, I was responsible for Analysis, design, development, testing claims as per Health plan benefits.
* Coordinating with onshore counterparts for gathering business & functional requirements.
* Responsible for developing and delivering the solutions to requirements, analysis, preparing design documents, code updating and test the developed code until client acceptance of the results for the tasks assigned.
* Acting as a key role from offshore and performing coding, unit Testing, documenting for enhancement JIRA’s and logical support to UAT testers.
* Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results.
* Incident Management which involves investigation of claims as to why it is not processing as per the requirements even though it was moved to production with all approvals.
* Mentoring new project team members in all the quality processes, tools and application.
* Actively participating in generating innovative ideas for the pain areas in the applications.
* Automating the recursive activities to eliminate the manual effort and find permanent fix for the recurring job abends as a preventive maintenance.
* Explore business value additions to the existing business to enable cost saving and adhere to the schedule of the project and ensure project quality goals are met.

Personal Snippets

**Date of Birth**:31/03/1990

**Gender**: Male

**Hobbies**: Listening to music, singing songs and dancing and participating in extra-curricular activities

**Activities:** Actively involved in IBM Club and participating in singing activities.

**Languages Known**: English, Hindi

Declarations

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

Place: Bangalore

Date: (Ram Nath Bishwas)