



## Victor Mitra

Email: [mitravictor1@yahoo.com](mailto:mitravictor1@yahoo.com)

Contact Number: 8660394002

**Senior Salesforce Developer**

### Summary:

- 7 years of professional experience in Technical aspects of product application development
- Senior Developer mentoring small & medium sized teams with tasks including development, release planning, monitoring, resource planning and code reviewing.
- Participated in risk analysis/mitigation calls, sprint/release planning, backlog grooming, sprint review & retrospective sessions.
- Providing customer support, performing defect triage for UAT defects, and conducting RCA for the valid UAT defects logged by the internal/customer QC teams.
- Managing and monitoring Incidents/Requests/CRs through TFS dashboards, conducting weekly triage calls and provide Status Reports.
- Ensuring all the release versioning, branching & packaging is done correctly & check Pre-Post installation scripts. Providing list of Incidents, CRs, functionalities delivered & known issue list as part of the release. Ensuring all the release media is available & accessible on the desired location.
- An effective team player with excellent team oriented, inter-personal, management & communication skills.
- Have excellent troubleshooting skills and analytical capabilities for problem solving with the tendency to do proper impact analysis before deciding on approach/fix for problem & to avoid defect leakages or rework.
- Extensive knowledge in all phases of Software Development Life Cycle (SDLC) & Agile methodology.
- Ability to prioritize task, multitask and execute them.
- Well equipped to work with the latest Salesforce releases.
- Expertise in LWC/Lightning/ChatBot/CTI implementation/Apex
- Robust deployment expertise using Git, Gitlab, VS.

### Technical Skills:

**Operating System**

: Windows

**Language**

: Apex, Javascript, Python

**Configuration Tools**

: SVN, **Visual Studio**, Ant, Git, Gitlab

**Tool/Skills/Technologies**

: Workbench, Data Loader, Data Loader.io, LDS, **LWC**, Integration, Sales, Service, Community, Ant, SFDX, **Mulesoft Anypoint**, **AWS**

### Professional Experience:

**Project Title** : Chat & Channels

**Client** : Confidential

**Project Type** : Internal Product Development

**Position** : Senior Salesforce Developer

**Duration** : Jun 2020 to Present

**Description**

Worked extensively on Service Cloud space not limited to Live Agent, OmniChannel, Chat Configurations and Presence Configurations

**Responsibilities**

- As Senior Developer conduct daily scrum calls & risk analysis/mitigation calls.
- Involved in P1 analysis of customer Incidents/Requests and provide scalable solution for the same(fix/development).
- Migrated existing Lightning Components to LWC components wherever applicable.
- Extensively worked on automation processes migration using Flows and performed POC for migration of 30+ Process Builders to Flow
- Implemented classes to develop business logic to redirect post-chat survey's to Meritz.
- As a techno-functional lead, guide team in RCA & deciding approach on the fix of the defects considering its impact.
- Involved in end-to-end release planning-release monitoring-release deployment activities.
- Mentored juniors/colleagues to bring up to speed on existing application to assure seamless delivery.

**Project Title** : Amazon Digital and Device Forum

**Client** : Amazon

**Project Type** : Development

**Position** : Senior Software Engineer

**Duration** : May 2019 to May 2020

**Description**

End to End implementation of Amazon Digital and device forum in Community Cloud

**Responsibilities**

- As a developer, involved in daily scrum calls & risk analysis/mitigation calls.
- Actively involved in customer/BA interaction, internal team discussion, analysis, development for the customization changes specified in blueprint doc.
- Actively involved in release/sprint planning, backlog grooming, sprint review & retrospective.
- Developed 6 community portal from scratch.
- Configuring Moderation, Content Management, Gamification, administration ,Topic management for 6 communities.
- Built LWC components from scratch to develop features like Latest News, Recent Feed Posts.
- Designed various portal modules to feature products and design pages based on Lightning Design System.
- Involved in Planning, tracking & end to end process of periodic product upgrades for implementations.
- Modelled classes to align with TDD architecture to reduce test management and execution efforts by 60%

**Project Title** : Everseal

**Client** : Everseal

**Project Type** : Development

**Position** : Salesforce Developer

**Duration** : Jul 2018 to Mar 2019

**Description**

Product Implementation responsible to develop a portal leveraging Sales Cloud and Integration and complex custom calculation to generate invoices for customers interested to take Everseal's full scale plumbing service.

**Responsibilities**

- Leading a team of 3 developers functionally and technically.
- involved in end-to-end Change Request enhancements of claim silo.

- Single handedly involved in Production Support Defect fixes and Change requests.
- Planning/Estimation/Code Review/Tracking. Functional Testing.
- Provide Production Support and Product Enhancement.
- Tracking defects/CRs, estimating efforts, providing solution to issues encountered during/after release. Defects RCA/Fix/UT. Creating Design & Deployment Documentation.
- Automate and Customize Opportunity Sales Stage Lifecycle using Lightning components
- Authored 15+ Triggers/automated processes, formulated 15+ Process Builders/workflows to customize lead submission form, adhering to common trigger best practices and governor limits.
- Understanding & suggesting the data model design changes based on the functional flow, base product design & requirement changes to achieve.
- Customizing Salesforce 1 mobile application to comply with Business needs(configuring/customizing quick action).
- Worked extensively in building REST Api's for communication between Salesforce, Dot Net application and MS dynamics.
- Preparing of the test case scenarios.
- Coordination with the frontend & QC team for development, testing & defect fixing.
- Preparing of the design & functional documents.
- Involved in Data conversion, required data patches. Preparation of Mapping between Source, staging and Target data models.
- Writing oracle scripts to reconcile the target data vs. source data. These reconciliation scripts are used to check target data at high level.

**Project Title** : Cadence Online Support  
**Client** : Cadence Design System  
**Project Type** : Production Support  
**Position** : Software Engineer  
**Duration** : Jul 2016 to Jul 2018

#### **Description**

Implementation and Production support for Cadence Design System managing their customer support portal leveraging Sales, Community and Service cloud

#### **Responsibilities**

- QC support for defects analysis/fix/tracking.
- Understanding the gaps & customization changes & implement same. CR changes analysis/ approach documents/effort estimations/fix/UT.
- Involved in creating Home Page module of COS.
- Coordination with the frontend & QC team for development, testing & defect fixing.
- Preparing of the design & functional documents.
- Release Bundle preparation, Release maintenance & document preparation.
- Creating sample data for the user demos.
- Demonstrations to internal team, Customer on newly developed functionalities.

#### **Work History:**

- Working with **Confidential Client** as **Software Engineer-II Developer** from June 2020 to till date
- Worked with **Mindtree** as **Senior Software Engineer** from May 2019 to April 2020
- Worked with **Navigators Software** as **salesforce Developer** from Jul 2018 to March 2019
- Worked with **Simpsoft Solutions** as **Corporate Consultant** from Jul 2016-Jul 2018

#### **Professional Achievement & Certifications:**

- Einstein Analytics and Discovery Consultant (02/2020 - Present)
- Salesforce Certified Integration Architect(05/202-Present)
- Sales Cloud Consultant Certification (02/2020 - Present)
- Community Consultant Certification (02/2020 - Present)
- Salesforce Administrator (ADM-201) (09/2019 - Present)
- Salesforce Platform Developer 1 (06/2019 - Present)
- Salesforce Platform Developer -II (08/2021 – Present)
- Salesforce certified Platform App Builder (11/2022-Present)

- Inspire Award for resolving Sev1 issue in 24 hours turnaround time

**Educational Qualifications:**

- **BTech Computer** from West Bengal University of Technology in 2015
- **ISC** from Delhi Board in 2011
- **ISCE** from DelhiBoard in 2009