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| Jyotirupa Das  Email : [jyotirupadas94@gmail.com](mailto:jyotirupadas94@gmail.com)  Mobile No : 7355032203 | C:\Users\PA378934\AppData\Local\Microsoft\Windows\INetCache\Content.Word\SFU_CRT_BDG_Pltfrm_App_Blder_RGB.JPGhttps://media.licdn.com/mpr/mpr/AAEAAQAAAAAAAAdbAAAAJDJmZGI4MjE0LTE3NDMtNDgxNS05MGIwLTQ3ODczODI1ZDExZg.png |

# Objective

To work in a creative, challenging environment and achieve growth-oriented career in an organization where I can contribute best of the growth of the organization and my technical skills, knowledge and functional experience will always be utilized.

# Education

* B.Tech from Haldia Insitute of Technology(MAKAUT) | 2016 | **71.90** %
* 12th from Kendriya Vidyalaya, Mughalsarai (CBSE)| 2012 | **77.5**%
* 10th from Kendriya Vidyalaya, Mughalsarai (CBSE)| 2010 | **79.8**%

# Experience

## Salesforce DEVELOPER AND SOFTWARE MANUAL & AUTOMATION TESTER | Wipro technologies| 12-June-2017 to till Date

* Salesforce Developer with 3.7 years of experience with good understanding of Salesforce CRM Platform.
* Salesforce Platform Developer 1 and Salesforce App Builder Certified.
* Interacted with clients to gather the requirements.
* Worked for a Lightning Application and developed Lightning components.
* Designed, and developed Apex Classes, Apex Triggers for various functional needs in the application.
* Worked and Knowledge on Integrations.

# Projects

## Client : BanK OF AMERICA (oct 2019-Present)

**Title**: SENIOR ENGINEER APPLICATION SUPPORT

**Role**: Senior Salesforce Administrator & Developer **Responsibilities**:

* Writing and deploying Apex Classes,Triggers and Test Classes.
* Managing user's permissions via OWD, profiles,permission sets and creating custom objects.
* Worked on controlling the data access using OWD,Role Hierarchy, Sharing Rules and permission sets.
* Identify relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Developed Complex Aura Components to support the client business needs

## Client: Bridgepoint Education Zovio(Jan2019-sep2019)

**Role:** Salesforce Developer/Administrator.

**Responsibilities:**

* + Interacted with various business team members to gather the requirements and documented the requirements.
  + Worked on creation and modification of various Standard & Custom objects like Accounts, Contacts, Services, Course, Faculty, Credit Tracking..etc
  + Worked on Lightning Components and Apex Triggers.
  + Used field level security along with page layouts to manage access to certain fields.
  + Worked on Data Management.
  + Implemented pick lists, dependent pick lists, lookups, validation and formula fields and Record types to the objects.
  + Worked on Workflow rules for field updates and Email alerts.
  + Worked on Process Builder.
  + Created various Reports based on the needs of Client.
  + Worked on User Management and assigning the Profiles.
  + Worked on Approval Process.
  + Created communication templates and used in Email communications.

## Client : Ciena Nortal (June 2017-DEC 2018)

**Role**: Salesforce Configurator**Responsibilities**:

* Working on tickets related to Salesforce Service.
* Providing status reports and demonstrations to management.
* Continually monitoring industry developments in Cloud infrastructure developments, tools and products used in the Salesforce delivery model.
* Participating in development of automated delivery work flows using cloud automation tools, Chat Bot scripting and other deployment tools.
* Working with Platform Engineering and Operations teams on the development and delivery of automated solutions.
* Working with vendors on high priority issues.
* It includes Sales Cloud, Service Cloud and Community.
* Working in the tickets related to CTI system which is integrated to Salesforce.

**Declaration:**

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

**Jyotirupa Das.**