

Victor Mitra

Salesforce Developer(Lightning/LWC)-
seeking work in Einstein Analytics/Chat
Bot implementations.

Software Engineer having 3.5+ years of experience in
Salesforce, who is comfortable working
independently and as part of the team. Equipped to
work in latest technologies and Salesforce release
features



mitravictor1@gmail.com

8017603466

Bengaluru, India

WORK EXPERIENCE

Senior Software Engineer Mindtree Limited

05/2019 – 04/2020

Bangaluru.india

Achievements/Tasks

- Setting up community portal from scratch.
- Configuring Moderation, Content Management, Gamification, administration, Topic management, Latest News, Recent Feed Posts for 6 communities.
- Configuring/customizing login module to communities, setting up single-sign on, LWA.
- Leveraging standard out-of-box functionality with minimum use of customization.
- Used LWC in customizing tables, retrieving data and displays.

Salesforce Developer Navigators Software

07/2018 – 03/2019

Kolkata, India

Achievements/Tasks

- 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.
- Customizing Salesforce 1 mobile application to comply with Business needs (configuring/customizing quick action).
- Integration expertise on REST API.
- Interacted with client on a day to day basis to provide update, fixed bugs, and implemented change requests in a timely manner to help in seamless delivery.

Software Engineer Simpsoft Solutions Pvt. Ltd.

07/2016 – 07/2018

Kolkata, India

Achievements/Tasks

- Developed and worked on Scripts/ Batch Classes/Schedulers to assist in post Sandbox refresh activities.
- Worked on responsive designing of application and enhancing UI.
- Designed and Configured Custom Tabs, Objects, Record Types, Picklists, Dependent Picklists, validation Rules.
- Authored 40+ Knowledge Articles and resolved 300+ tickets abiding the SLA date to ensure customer satisfaction.

EDUCATION

Graduation

Guru Nanak Institute of Technology

08/2011 – 07/2015

Kolkata, India

Bachelor of Technology

- Information technology

SKILLS/TECHNOLOGIES/TOOLS

Lightning Design System



Salesforce DX/LWC/Visual Studio



Community Cloud



Integration



Deployment



Einstein Analytics



PERSONAL PROJECTS

1) Salesforce Dialogflow Chatbot implementation

- Integration between Salesforce and Dialogflow with Node.js as middleware to implement seamless communication between human and AI assistant
- UI designed in Lightning Design System with Node.js as the server and hosted on Heroku
- Automating simple, repetitive day to day tasks to increase efficiency, through passing data to and from using REST API, middleware and AI chatbot.

2) Feedback form using LWC

- Customized Feedback form implementation using parent-child template
- Parent to child, child to parent data passing using events.
- PUB-SUB model implementation to pass data between non-connected components.
- LWC accordion implementation to display Feedbacks.

3) Comprehensive hands-on in Datasets, Dataflow Builder, SAQL, Transformations, Charts, Bindings, XMD, JSON.

CERTIFICATES

1) Einstein Analytics and Discovery Consultant (02/2020)

2) Sales Cloud Consultant Certification (02/2020)

3) Salesforce Community Cloud Consultant (12/2019)

4) Salesforce Administrator (ADM-201) (09/2019)

5) Salesforce Platform Developer 1 (06/2019)

NEW TOOLS/MODELS WORKED ON

Python

Einstein Analytics

LWC

Visual Studio Code

Lightning Flow

Javascript ES6

Angular JS

Flosum

Git

DBamp