

Hyderabad, Telangana, India
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+91 7995022560

SUBHOJIT BHATTACHARJEE



EMPLOYMENT: 10 year 6 months

SUMMARY:

- 10X Salesforce Certified with more than 7 years of total experience in Salesforce Development
- Expertise knowledge in Apex, Lightning Aura Component, Lightning Web Component, Einstein Analytics and Flow module of Salesforce platform
- Extensively worked in **Sales and Service Cloud** of Salesforce
- Have hands on experience in **Lightning Framework design, Flow Design, Case Management**, SOAP, REST ,SOQL, Analytics Reports and Dashboard
- Well versed with entire Software Development Life Cycle and facilitating **Agile** practices in Feature delivery from grooming of an epic to its adoption completion
- A Quick learner with excellent analytical and problem solving skills. Ability to blend well in any environment and work under pressure in new and challenging scenarios

EMPLOYMENT HISTORY:

Dates	Organization	Role
September 2016- till date	Salesforce.com India Pvt. Ltd.	Senior Success Engineer
June 2015-August 2016 (1 years 2 months)	Tech Mahindra Ltd.	Project Lead
October 2011-May 2015 (3 years 7 months)	Cognizant Technology Solutions	Consultant

LANGUAGES AND TECHNOLOGIES:

- Languages: HTML, Javascript, CSS, Apex, JSON, SQL
- Operating System: MAC OS, Windows
- Database: Oracle, MongoDB
- Framework: Aura, LWC
- Tools: Wireshark, Fiddler, SOAP UI, REST Explorer, Splunk, Quip, Slack
- Devops: Visual Studio, Github

PROFESSIONAL EXPERIENCE

Senior Success Engineer

Salesforce

Sept 2016-Till date

- **Team : Salesforce Customer Success Group**
- Serve as a Subject Matter Expert (SME) in **LWC, Einstein Analytics** and **Flow** module.
- Review, improve, and approve technical work; to guide others; and to mentor or teach.
- Liaise and work closely with the Salesforce R&D and Infrastructure teams on escalated technical issues and product roadmap changes/new features as well as working with R&D on pilot programs
- Worked with highly visible, global and strategic customers for the most technical critical issues
- Assist developers in troubleshooting their implementation with salesforce.com APIs, Apex, Visualforce and implementation of other salesforce.com developer products. This will involve debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved.
- Preparation of documents, monitoring and/or reporting tools (using Quip and Salesforce Out of the box reports and dashboards) and responsible for creating or improving existing processes/procedures

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Project Lead

Tech Mahindra

June 2015-Aug 2016

- Projects : **GE Healthcare**
- Performed detail analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Lightning Component, Visualforce and deployment using ANT and Change Sets
- Involved in analysis, designing , development of user stories and bug fixes
- Implemented case management automation (on Case Object) to track and solve customer's issues. Implemented Email-to-Case entry and manual case entry for entering customer's cases in Cases Tab
- Designed, and deployed the Custom objects, Apex Classes and Apex Triggers, Validation and Workflow rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application
- Writing test coverage classes and unit testing.

Consultant

Cognizant Technology Solutions

Oct 2011-May 2015

- Projects : **Abbott, Abbvie**
- Involved in requirement gathering, analysis, designing , development of user stories and bug fixes
- Designing workflow rules, approval processes, defining role hierarchy and involved in creating users, reports and dashboards and managing the profiles, permission sets.
- Involved in Code reviews, performance analysis and deployments using Change Set.
- Worked with testing automation tools like VB Scripting
- Developed a Recruitment tool for our team's internal hiring using visualforce, apex and other standard tools provided by Salesforce.

EDUCATION:

- B.Tech. in Applied Instrumentation and Electronics Engineering, Future Institute of Engineering & Management (2007-2011). CGPA: 8.2/10
- 10+2(Science), Army Public School, CBSE (2006). Percentage: 83%
- 10th Standard, D.A.V. Public school, CBSE (2004). Percentage: 78.3%

CERTIFICATIONS:

- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator
- Salesforce Certified Advanced Administrator
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform Developer II
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Experience Cloud Consultant
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Data Architect
- Salesforce Certified Application Architect

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ACHIEVEMENTS:

- Trailhead Ranger with 375 Badges (<https://trailblazer.me/id/sbhattacharjee2410>)
- Got Excellence Award for extraordinary performance, twice in Cognizant Technology Solutions.
- Got SPOT award twice in Salesforce.
- Got onsite and client appreciation mail on many occasions.