Priyanka Sarkar

K47 - 403 Shapoorji Action area -3 Kolkata West Bengal - 700135
8017172701/7439733673 | priyankasarkar075@gmail.com.com

Career Objective

To work as a professional in a highly innovative firm that utilise my skills and abilities effectively, from which I can develop my skills so as to make it more precise.

Experience Summary

- **Working as a System Engineer with Tata Consultancy Service, Kolkata from July 2018 to till date.**   -

Professional Summary

- 2+ years of IT experience with an earned reputation for meeting demanding deadlines and delivering critical solutions on various levels of software application development.

- Overall 1.5 years of Experience as Salesforce Developer/Admin.

- Hands on experience on salesforce configuration, Triggers, Apex Classes ,Test classes, VF Pages and Lightning web components

- Worked on the designing of custom objects, custom fields, page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.

- Workflows Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules and Approval processes, Sharing Rules.

- Ability to learn and adapt to new technologies quickly

- Good experience in implementing Object Oriented Programming concepts in Software Development.

- Good analytical, verbal, written communication and interpersonal skills.

Skills Summary

- CRM: SalesForce
- Force.com Technology: Apex, Java,SQQL, SOSL, Apex Triggers, Batch Apex, Lighting Web Components
- Web Technologies: VisualForce, HTML, CSS, JavaScript
- Operating System: MS-DOS, Windows NT/Server 2000/XP
- IDE: Force.com IDE, DataLoader, Visual Studio

Education Summary

- **Bachelor of Technology with an aggregate of 8.3 from West Bengal University of Technology in 2017.**

Projects Summary

- **U.K.based Insurance Company**
  It is an insurance product, which has various modules.General insurance, individual life insurance, home insurance, group life insurance .The goal of the project is to maintain all activities of insurance system.

  Duration : Mar 2018 - Dec 2019

  Team Size : 40

  Technologies:
  Java,GitHub, PL/SQL, JavaScript, HTML, CSS

  Role and Responsibilities:
  - Understanding of complex requirement of project.
  - Writing PL/SQL queries.
  - Writing complex store procedure to update records.
  - Connecting with clients to understand the requirements and explain solutions.
  - Developed integrated application for business.
  - Debugging complex Java code to find and fix potential bug.
  - Maintain ,manage and update techincal system documentation

- **Customer Service Implementation for UAE based Airlines Company**
  The object of this project is to replace the existing case management process with Salesforce Service Cloud.

  Duration : Jan 2019 - Nov 2019

  Team Size : 13

  Technologies :
  Salesforce.com, Apex, VisualForce, Trigger, Workflows, Dataloader

  Role and Responsibilities :

  - Created Custom object ,lookup Relationship, master Detial relationship , Junction Object Roll-up Summery field , Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
  - Performing development & Implementation using objects,Triggers,Workflows/workflow rules, Process builder and Apex Classes.
  - Managed Users, Public Groups, Profiles, and Roles within the Salesforce CRM designating access to the applicable user within the user hierarchy.
  - Customized the survey force unmanage package, which helped users to give and see surveys from the different object records.

- **Application Development for USA based Client**
Main objective is to design an application for event management using salesforce platform which will help to manage events very efficiently.

Duration : Dec 2019 - Present

Team Size : 22

Technologies:
Apex, LWC, VisualForce, Trigger, Workflows, Batch Apex, Intregation,SOQL

Role and Responsibilities :

- Creating and manage Users, Roles, Profiles and setting up Sharing rules.
- Involved in Customizing Custom Objects, Fields, Record Types, forms and layouts, Custom Tabs and applications.
- Interacted with Costumer operations, managers to identify issues and potential areas for improvements to existing applications.
- Maintaining Workflow rules and Approvals.
- Creating Visual force pages, Apex Classes and Triggers.
- Involved in writing Test cases for Classes and Triggers and Code deployments for various functional needs in the application.
- Experienced in querying salesforce.com database using SOQL queries and SOSL Queries using Force.com Explorer.
- Experienced in integration of Salesforce.com with external applications by using Web Services API and SOAP.

Achievements

- Salesforce Certified Adminstrator

- Salesforce Certified Platform developer 1

Declaration

- I hereby declare that the details provided are correct and I take full responsibility for those furnished above.