# SASWATA BANERJEE

## Senior Software Engineer

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## 👤 ABOUT ME:

Highly seasoned Salesforce Developer with a strong record of client satisfaction. Adept at explaining highly complex data systems to a wide variety of audiences. Proven multitasker, independent worker, and team player.

## ⚙ SKILLS:

- Salesforce Lightning Development knowledge using Apex, Lightning Web Components.
- Have in depth knowledge in Billing Products, CPQ , Telecom Products on salesforce platform
- Salesforce Field Service, Salesforce CPQ, Omni Channel
- Developed company Products on Salesforce Appexchange Platform
- Salesforce Experience Cloud, Sales Cloud, Service Cloud.
- Strong Admin Knowledge to help customers with declarative programming- Process Builders, Workflows, Flows and out of the box solutions to meet requirements without custom codes
- Salesforce API Integrations using REST API.
- Use of Project Management Tools like Jira, Trello to have in depth follow up with team and client.
- Debug customer issues and help the team with quick solutions
- Design and document relevant system code and configurations Quality Analysis and look for potential improvements
- Trained and mentored junior developers and engineers, teaching skills in Salesforce development and working to improve overall team performance.

## 💼 WORK EXPERIENCE:

**Senior Software Engineer**
*ChikPea Inc, Kolkata*
Product mapping between Salesforce CPQ and Salesforce AppExchange Billing Product, ChikPea Order to Billing (O2B), Apex Triggers to create a connection between Salesforce CPQ and ChikPea Product O2B for seamless data flow from CPQ to O2B for a Australian Based Telcom Company
**Digitization** to transform the Sales, Product Pricing, billing, Credit Limit allocations, Claim Management and Risk Management processes by adopting the cloud platform Salesforce.com. Worked on configuring Digital Experience (Community Cloud) from scratch, providing required security levels to users. Created Lightning Web Components to cater business logics. Created Custom Component to bypass limitations of Community Licenses like self-registrations in Person Account Model, different standard components replica. Consulted with Client on daily basis to review and analyze requirements and have the best possible solution for an international Government tied up Company

**Software Engineer**

*ChikPea Inc, Kolkata*

**Implemented** Custom business logic consisting of Revenue Recognition, Multiyear-Single Invoice Subscription Billing through complex interrelated Cross Object Formula fields, Apex Triggers, Apex Classes, Process Builders, Workflows. Worked with Avatax portal for Tax calculations. Created Reports and dashboards to calculate Revenues and Subscriptions.

**Software Engineer Trainee**

*ChikPea Inc, Kolkata*

**Created** Apex Triggers to calculate Invoice. Created Visualforce Components, Visualforce Pages,to send Invoice attachments in PDF format to B2C customers via Process Builders, Workflows. Wrote Test Classes for testing. Created Process Builders to calculate Custom Billing for implementing Custom Usage, Custom Products-billing as per requirement.

## CERTIFICATIONS:

1. Salesforce Certified Administrator
2. Salesforce Certified Platform App Builder
3. Salesforce Certified Service Cloud Consultant
4. Salesforce Certified Platform Developer 1

## EDUCATION:

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|---|---|---|
| **B. Tech** (Electronics & Communication Engineering) | *St. Thomas College of Engineering and Technology, Kolkata* | *2020* |
| **High Secondary** | *Techno Model School, Kolkata* | *2016* |
| **Madhyamik** | *South Point High School, Kolkata* | *2014* |