Aniket Bhagat

Salesforce Developer & Administrator

Passionate about coding, I love tackling problems head-on for the most optimized and efficient solution. When not found learning something new or taking apart gadgets, you will either find me in the kitchen or out with my camera or with a book.

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TECHNICAL SKILLS

Skill	Level	Skill	Level
Administration & Process Automation	● ● ● ● ●	Sales & Service Cloud	● ● ● ● ○
Apex Coding/Triggers/Testing	● ● ● ● ●	Lightning, Visualforce and LWC	● ● ● ● ○
Apex Integration and REST APIs	● ● ● ○ ○	CI/CD using Azure DevOps	● ● ● ○ ○
Javascript	● ● ● ● ○		

WORK EXPERIENCE

Associate IT Consultant

ITC Infotech India Ltd. ↗

07/2018 - Present   *Bengaluru, India*

Professional Summary

- Currently, part of development and support team of MH Fairview project as a Developer/Support Enginner and ITC DX RMT project as Lead Developer.
- 2+ years experience in development using Apex and Lightning, using Salesforce OOTB process automation tools. Worked on CRM systems and healthcare domain for US based healthcare clients.
- Part of core development team of 2 Sutter Health projects as Developer & Administrator.
- Participation in daily team meetings & business/client meetings. Supporting onsite team & client during go-live phase. Strong core concepts of JAVA and MVC.
- Interacting with other teams of the same or different project and collaborating with them on deliverables.

Contact: Lakshmi Repakula, Sr. Project Manager - 9901022056

TOOLS

Development	Git, Salesforce CLI, Microsoft VS Code, WorkBench, Data Loader	**Ticketing and User Stories**	Service Now, JIRA, Azure DevOps

SOFT SKILLS

Leadership   Strong Communication   Highly Motivated   Team Player   Problem-solving

CERTIFICATIONS

Salesforce Certified Administrator (11/2018 - Present) ↗

Apex Specialist Superbadge on Trailhead (09/2019 - Present) ↗

Process Automation Specialist Superbadge on Trailhead (08/2020 - Present) ↗

PROFESSIONAL PROJECTS

Fairview Health Project (01/2020 - Present)

- Aim - MH Fairview Health Services wants to leverage the power of Salesforce Health Cloud, Mulesoft Integration and Chatter to provide a 360 view of patient demographics for support agents to minimize wait times & provide lightning quick service and resolution of queries.
- Address priority tickets during Business Go-Live phase for Release 1 (R1) of the Fairview Health Cloud Application, assigning user licenses and access to CTI tool. Resolving tickets for Health Cloud and Chatter production application swiftly within SLA by having a complete understanding of the application, integration with Mulesoft using REST APIs, Chatter setup and Cisco B&S CTI widget.
- Designed the branch pipeline strategy for CI/CD using Azure DevOps. Responsible for updating and mainting the code reporsitories for different SF environments.
- Worked on development of Exception Handling Framework to ease and facilitate the debugging process of code in SF to provide faster resolution to technical issues. Worked with Release 1.1 (R1.1) team on development of new requirements such as UI changes to the application, integration with Mulesoft and completing the code coverage for all test classes.
- Worked on development of SafePass screening mobile lightning app for employees of Fairview as part of COVID-19 BCP. The app generates a pass for employees and is integrated with Salesforce Work.Com.
- Worked on 15+ Apex classes and 20+ lightning components, Reporting Snapshots for weekly WSR reports.

Sutter Health MDM Support Project (08/2019 - 12/2019)

- Aim - Enhance the PDI-MDM and Provider Portal application with fixes and backlog of new features and user stories along with support during the Hypercare phase.
- Developed major enhancements to agent console and fixes for PDI-MDM project. Changes are tracked through JIRA. Refined and enhaced the UI of Provider Portal with fixes, fixed leagacy code and agent console with new requirements.
- Developed automation of picklists by allowing metadata to be loaded through external sources, portal and console enhancements, etc.
- Worked on 12+ Apex classes/triggers, 6 VF pages and 15+ Lightning components.

ITC DX RMT Project (05/2020 - Present)

- Aim - Provide a one-stop tool for DMs to manage the revenue and head count of the projects under them, and eventually use this tool for complete CRM and reporting responsibilities.
- Responsibilities include planning future releases, planning features to be added to upcoming releases, testing application, overseeing the development team and development/fixes of critical features.
- Worked on complete development of the first release of application along with the data model, validations and initial reports. Responsible for loading of revenue data from exisitng CRM system weekly and validating the results.
- Worked on 5+ triggers, classes and batch classes, 2 Vf pages and 4 lightning components.

Sutter Health PDI-MDM Project (12/2018 - 07/2019)

- Aim - Create a portal for providers to review/edit their personal data. Portal is integrated with 3 other external data sources and SFDC acts as the filter to maintain data non-redundancy. Whole process runs t-wice a year as based on SH campaigns.
- Developed the master generic apex class to handle data of 7 sObjects. Created the master audit log class, one of the most important requirements of the project. It handled all data & created audit logs for every change in data for the 7 sObjects.
- Worked on enhancement of existing Agent Console based on VF pages. Developed the validation logic for 3 out of 8 components of portal based on Lightning. Testing the application, creating test scripts, development & component documents, deploying change-sets, supporting client during SIT and UAT testing.
- Worked on 9 triggers(developed 6), 20+ classes(developed 14), 20+ test classes(developed 2), 2 VF pages, 13 Lightning components, 10+ batch classes, custom labels, custom settings process builders,etc.

HONOR/AWARDS

Pat on the Back Award (01/2020)

ITC Infotech India Ltd

- Awarded for acheiving results with immediate impact(Sutter Health project)

Spot Award for Excellent Performance in Sutter Health Project (03/2019)

ITC Infotech India Ltd

- Awarded for Project/Milestone Achievement

Best Associate IT Consultant, 2019 (IS2 and below) (11/2019)

ITC Infotech India Ltd

- Winner of the best consultant award at the ITC TAP Awards, 2019

ACHIEVEMENTS

Expeditioner rank on Trailead with 35+ badges and 40000+ points (07/2018 - Present) ↗

Finalist of ET Campus Stars 2017 - 2018 (05/2018) ↗

Interacted and got interviewed by Pankaj Gupta AVP - Strategic Alliances - Times Internet Group.

EDUCATION

B.Tech in Electronics & Communications Engineering

Academy of Technology, Kolkata ↗

07/2014 - 06/2018   *DGPA :8.27*

Courses/Projects/Presentations

- Automatic Alcohol Detection in Automobiles and Accident Prevention System - Final Year Project.
- Training - Advanced Telecom, AM/FM & Satellite Broadcasting from CTTC, BSNL, Kolkata & AIR, Kolkata.
- Web Designing from Lensel Academy, Kolkata.
- Presentation - 7nm processors using FinFET and EUV.

ISC and ICSE

Don Bosco School, Bandel

03/2014   *ICSE - 91.6% | ISC - 78.25%*

Courses

- Science stream with PCMB

LANGUAGES

English ● ● ● ● ●

Bengali ● ● ● ● ○

Hindi ● ● ● ● ●

ORGANIZATIONS

MyWBUT.com (2016 - 2017)
Campus Representative for college

LTS(Leadership Training Service) (2012 - 2013)

INTERESTS/HOBBIES

- Photography
- Singing
- Cooking
- Gaming
- Trekking
- Reading
- Photo/Video Editing
- Cricket
- Robotics/Embedded Systems
- Technology and Computers