# Madhurima Dutta

# Email: madhurima.93@gmail.com

# Phone: +91 8093858662

**Professional Summary:**

* **Salesforce Certified PD1 & Lightning Developer** having **4 years** of professional IT experience in Salesforce Service Cloud.
* Experience in **Salesforce Application/Platform Development** developing **Apex Classes, Test Classes, Triggers, Batch Classes, future method and Apex Integration.**
* Experienced in **Configuration, Customization, Implementation**, **Administration and Support** of Salesforce application.
* 2 Years’ experience in developing component/applications in **Salesforce Lightning Platform**
* Implemented **security** and **sharing rules** at object, field, and record level for different users at different levels of organization.
* Created various **profiles** and configured the **permissions** based on the organizational Security Requirements.
* Created the **Validation Rules, Approval Process**, **Workflows, Flows, and Process Builders.**
* Handled **RITM** **(Request For change) & Incidents** for the existing Application**.**
* Designed various Webpages in **Visual Force** for functional needs within Salesforce.
* Experienced working with **Force.com IDE, Data Loader, Workbench** and **salesforce.com Sandbox** environments.
* Experienced in **Unit Testing** and **Test Coverage** for triggers, Apex classes, Batch classes and Apex integration.
* Experienced in **JavaScript** and **jQuery**.
* Worked on salesforce Deployments using **Jenkins and ant**.
* Experienced working on **SFDX**.

**Technical Summary:**

**Programming Langages :** Apex, C, Java

 **Tools :** Force.com IDE, Eclipse, Apex Data Loader**,** Developer Workbench, ant, Jenkins, SVN, Visual Studio Code, Orchestra, JIRA, Vitalize

**Web technologies :** Visual force, JavaScript, jQuery

**Operating System’s :** Windows Environment

**Web services :** REST, SOAP

**Educational Qualifications:**

* **B Tech,** Computer Science & Engineering from **Kalinga Institute of Industrial Technology (KIIT University), Bhubaneswar.**

**Professional Experience:**

* Working as Application Development Senior Analyst (Sr. Salesforce Developer/Sr. Lightning Developer) in **Accenture, Kolkata** from March 2016 till date.

**Training & Certifications:**

* Salesforce certified Platform Developer I (//Date of certification)
* Salesforce certified App Builder
* Salesforce certified ADM 201
* Attended trainings on Platform Developer I
* Attended trainings on Salesforce Lightning

**Project Details:**

**Project 1:**

**Project Title : UU AD**

**Client :** UK based Water Supply Company.

**Role :** Salesforce Developer / Lightning Web Components Developer

**Name of the Employer :** Accenture

**Environment :** SalesForce.com, Apex, Lightning Web Components

 **Description:**

**United Utilities** Group plc (UU), the United Kingdom's largest listed [water company](https://en.wikipedia.org/wiki/Water_company), was founded in 1995 as a result of the merger of [North West Water](https://en.wikipedia.org/wiki/North_West_Water) and [NORWEB](https://en.wikipedia.org/wiki/NORWEB). The group manages the regulated water and waste water network in [North West England](https://en.wikipedia.org/wiki/North_West_England), which includes [Cumbria](https://en.wikipedia.org/wiki/Cumbria%22%20%5Co%20%22Cumbria), [Cheshire](https://en.wikipedia.org/wiki/Cheshire), [Greater Manchester](https://en.wikipedia.org/wiki/Greater_Manchester), [Lancashire](https://en.wikipedia.org/wiki/Lancashire) and [Merseyside](https://en.wikipedia.org/wiki/Merseyside), which have a combined population of nearly seven million.

The United Utilities Group was the [distribution network operator](https://en.wikipedia.org/wiki/Distribution_network_operator) for the North West until 2010, when the electricity subsidiary was sold to [Electricity North West](https://en.wikipedia.org/wiki/Electricity_North_West). United Utilities' headquarters are in [Warrington](https://en.wikipedia.org/wiki/Warrington) and the company has 5,300 direct employees. Its shares are listed on the [London Stock Exchange](https://en.wikipedia.org/wiki/London_Stock_Exchange) and the [FTSE 100 Index](https://en.wikipedia.org/wiki/FTSE_100_Index).

North West England is the wettest region in England, and water hardness across the region is soft to very soft.

**Responsibilities:**

* Understood business requirement and provided a technical solution
* Created custom setting to store site specific configuration.
* Designed and developed Apex Classes for various functional needs in the application.
* Designed various Webpages in Orchestra for functional needs within Salesforce.
* Developed unit test classes for all apex class.
* Developed apex class to call Epsilon REST API to trigger email to user.
* Created custom object to store failed record in case email is not triggered to user.
* Developed batch job to process failed record and scheduled at specific time.
* Deployed from sandbox to production using Jenkins.

**Project 2:**

**Project Title : Univar**

**Client :** US based Chemical Producing Company

**Role :** Salesforce Developer

**Name of the Employer :** Accenture

**Environment :** Salesforce.com, Apex, JavaScript

**Description:**

**Univar Solutions** is a global chemical and ingredients distributor and provider of value-added services who works with leading suppliers worldwide. The company was founded in 1924 as Van Waters & Rogers. It was also formerly known as [Royal Vopak](https://en.wikipedia.org/wiki/Vopak) and later Univar. The company changed its name to Univar Solutions following the acquisition of Nexeo Solutions in 2019.

**Responsibilities:**

* Understood business requirement and provided a technical solution.
* Created Apex class which perform REST service to FICO.
* Created remoting method to call it from JavaScript.
* Created batch job to reprocess failure records again.
* Documented changes and workflows. Written Apex class for business logic and web service class to perform callout
* Used custom setting to store configuration information
* Written test class for Apex and Web service classes

**Project 3:**

**Project Title : AESP**

**Client :** US based Pension Asset

**Role :** Salesforce Developer, CRM and CPQ Developer

**Name of the Employer :** Accenture

**Environment :** Salesforce

**Description:**

Cisco Systems, Inc. is an American multinational technology conglomerate headquartered in San Jose, California,

In the center of Silicon Valley. Cisco develops, manufactures and sells networking hardware, software, telecommunications equipment and other high-technology services and products. Through its numerous acquired subsidiaries, such as OpenDNS, Webex, Jabber and Jasper, Cisco specializes in specific tech markets, such as the Internet of Things (IoT), domain security and energy management. Cisco is incorporated in California.

**Responsibilities:**

* Working on developing various modules independently.
* Understanding the client requirement and developed lightning components to fulfil them.
* Implemented CPQ out-of-the-box features to implement certain requirements.
* Provided solutions to challenging problems as a CRM developer to fulfil requirements

**Project 4:**

**Project Title : CISCO XRM-RTB**

**Client :** CMT Bangalore based project.

**Role :** Salesforce Developer.

**Name of the Employer :** Accenture

**Environment :** SalesForce.com, Apex, HTML, Force IDE

 **Description:**

Cisco Systems, Inc. is an American multinational technology conglomerate headquartered in San Jose, California,

In the center of Silicon Valley. Cisco develops, manufactures and sells networking hardware, software, telecommunications equipment and other high-technology services and products. Through its numerous acquired subsidiaries, such as OpenDNS, Webex, Jabber and Jasper, Cisco specializes in specific tech markets, such as the Internet of Things (IoT), domain security and energy management. Cisco is incorporated in California.

**Responsibilities:**

* Responsible for handling all the Problem tickets created for the issues found in CSOne and provide the RCA and LTF.
* Supporting different functionalities implemented as part of releases in agile methodology.
* Understand business processes with respect to existing systems and their enhancements.
* Responsible for supporting Service Console- MyWorkZone for the CSEs to work on the cases effectively.

**Personal Details:**

Date of Birth : 09/12/1993

Languages Known : English, Bengali, and Hindi

Current Location : Kolkata