|  |  |  |
| --- | --- | --- |
| RAJESH SAHA  Senior SALESFORCE Consultant and COPADO release management professional offer solutions to business using the prime of my analytical abilities.  Targeting assignments in **SALESFORCE TECHNICAL LEAD, CRM LEAD and COPADO RELEASE MANAGEMENT** with organizations of repute.  rajeshsaha20@gmail.com +91 6290421929  A person in a blue suit  Description automatically generated with medium confidence | | |
| core24x24icons Core Competencies   |  | | --- | | Project Management | |  | | CRM | |  | | SFDC Development | AppExchange | Integration with DocuSign | |  | | Business Intelligence | |  | | Admin / Sandbox creation | |  | | User Acceptance & Integration Testing | |  | | Release Management / Deployment | |  | | Agile Methodology & Waterfall Model | |  | | Stakeholder Engagement | |  | | Technical /Functional Documentation | |  | | | knowledge24x24icons Profile Summary   * Qualified Engineering Professional offering **over 10+ years** of experience in **Salesforce CRM Analysis** **and technical design, development, configuration, integration, improvement, and deployment of creative solutions on the Salesforce Lightning Platform**. in the Publication and Pharmaceutical domain. * **Salesforce.com Implementations.** * Solutions involving best practices, Adoption and **Technical Leadership** * **Exceptional Time Management.** * **Troubleshooting and debugging.** * **Methodologies: Agile, Scrum, SDLC** * Keen analyst with efficiency in **Salesforce CRM**, Senior **salesforce** **Administrator**, **Tech lead** on APEX, VISUALFORCE, LIGHTNING, LWC, **Copado release manager**, GOOGLE ANALYTICS tracking with salesforce, deployment of pull request to GitHub. * Extensive experience in **analysis, design, development, customizations and implementation** of software applications across several verticals * Got global experience at Nearshore Uruguay for nearly 3 years and maintained five SFDC applications singlehandedly. * Exposure in **AppExchange package installation,** worked closely with Business and Functional Area leadership to improve the quality and value of portal functionalities and respond to regulatory protection requirements * Designed **Single Sign on** for hassle-free login to CRM as well as portal |
| Technical Skills   * **Technology**: Salesforce, Apex, Visualforce, lightning, LWC, Copado release management * **Databases**: SFDC architecture * **Languages**: Apex, Visualforce, lightning, Google Analytics * **Tools and IDEs**: Data Loader, Data Import wizard, Developer console, Visual studio Code   exp24x24icons Work Experience  **Since Sep’12 with Tata Consultancy Services, Kolkata as Assistant Consultant**  **Project Undertaken:**   * **US based Pharmaceutical** **Company,** Senior Salesforce Consultant   **Jan’22 to Present**  The Company is an international biotech company specializing in creation and development of differentiated antibody therapeutics for treatment of cancer.  **Technical Responsibilities:**   * SFDC Technical Lead and Solution Architect. * Taking ownership of functional issues by identifying underlying problems, analyzing potential Solutions and implementing System resolution, including feasible work around. * Involved in **Requirements gathering, comprehensive analysis** of global consumer behaviors and what they mean for their business processes for CRM * Manage activities between Customer, Senior Management, Implementation Team, Engineering and technical support to resolve critical issues during initial implementation and go live. * Leading the offshore development Team with Daily Interaction to ensure timely progress and solution delivery to the client. * Maintained existing Applications and designed and delivered new applications. * Conducting Gap Analysis of System functionality and target requirement in design review session with the Architects across various connected applications. * Completed deployment of Multiple developments through **Copado release Management**. * **US based Publishing Company,** Salesforce Administrator/Developer   **Feb’20-Jan’22**  The company is an American multinational publishing company that focuses on academic publishing and instructional materials. The company produces books, journals, and encyclopedias, in print and electronically, as well as online products and services, training materials, and educational materials for undergraduate, graduate, and continuing education students.  **Result Areas:**   * Participated **in Salesforce Developer** and **Admin** responsibilities * Involved inSalesforce configuration as per business needs. * Managed the Community portal enhancements. * Worked on the Visualforce pages and Controllers, Apex classes and build up Test classes. * Worked on process builders workflow. * Completed activities on Decommission of some components * Implemented Google Analytics tracking of Salesforce community portal * Managed activities related to Force.com Data Loader and Force.com Platform * Experience on Lightning as well as Classic. * Completed Enablement of SSO mechanism for community portal * Apex code with workflows * Troubleshooting of Production Bugs and Enhancement. * Managed responsibilities on email templates, JavaScript's components and debugging. * **US based Publishing Company,** Salesforce Administrator / Developer   **Jan ’15 -Offshore Salesforce Administrator/Developer**  **May’17-Feb ’20-** **Deployed at Client Site Nearshore Uruguay, South America**  The Company is learning company and one of the "big three" educational publishers that provides customized educational content, software, and services for pre-K through postgraduate education.  **Result Areas:**   * Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites. * Experience in understanding business requirements to design the required entities like custom objects, creating the relationships and junction objects. * Developed Apex classes using other platform-based technologies like Force.com IDE. * Experience in creating various Reports (summary reports, matric reports, pie charts, dashboards and   graphics) and Report Folders.   * Experience in using Data Loader for insert, update and bulk import or export of data from   Salesforce.com Objects.   * Experience in using declarative features like validation rules, workflows, approval process, dynamic   approval process, sharing rules automation for satisfying complex business process automations.   * Experience in implementing security and sharing rules at object, field, and record level for different   users at different levels of organization, also created various profiles and configured the permission  based on the organizational hierarchy.   * **US based Publishing Company,** Salesforce Administrator / Developer   **Jan ’14 - Jan ’15 Offshore Salesforce Administrator/Developer**  **Result Areas:**   * Created various profiles, Roles, page layout and configured the permission sets as per requirements. * Used SOQL and SOSL maintaining the Governor limit. * Meeting with project managers to determine CRM needs. * Developing customized solutions within the Salesforce platform. * Designing, coding, and implementing Salesforce applications. * Creating timelines and development goals. * Testing the stability and functionality of the application. * Troubleshooting and fixing bugs. * Writing documents and providing technical training for Salesforce staff. * Maintaining the security and integrity of the application software. * **US based Publishing Company,** Developer/Data Warehouse Analyst   **Jan ’12 - Jan ’14 Offshore SAP Consultant**  **Result Areas:**   * Participating **in full lifecycle development, architecture, systems, production operations/support, data analysis** and ad-hoc reporting * Importing the data from various data sources and preparing the data as per user requirement * Developing custom report tool tips for different reports to showcase the multiple data points in a single report for the ease in comprehension for the upper management * Working on A Star Schema and Snowflakes schema model in this Data Warehouse Project * Participating in different type of Transformations (Update Strategy, Expression, Filter Aggregator, Lookup, Sequence Generator, Stored Procedure Transformation) to build Informatica Mappings * Analyzing Design and Development of processes required for Extracting, Transforming and Loading data; managing target data mappings and Business rules associated with the ETL processes * Assessing & translating business requirements into Data Warehouse solutions; designing data models and designs as per specific business needs utilizing sourcing data from multiple source systems * Coding Extract, Transform and Load (ETL) scripts to extract data from an operational database and populating the staging & target data warehouse schemas   **Highlights:**   * Deployed at Nearshore Uruguay for almost three years and completed all assignments single-handedly at onshore hours * Winner of Contextual Master Award by clients in Publication Project. * Got several Client and Business Users Appreciations along with the ‘Best Employee’ Award from higher management of Project * Awarded with **‘Star of the Months Awards’** for the best associate in time of deployment in **Uruguay**   **Certification:**   * Salesforce Admin cert num:   22327566   * Salesforce Dev cert num:   22346819  Salesforce Certification link: <https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=V99sJm18sbyokQ7rapDqjNqj42HpvHjViYJraGhqfMHjHA2egKa6eaMyYoel1n63> | |
| Education   * Bachelor of Technology (CSE) in the year of 2012, from University of Calcutta, securing First Class. * Bachelor of Science (Physics) in the year of 2009, from University of Calcutta, securing First Class. * Intermediate in Science Stream under WBCHSE, in the year 2006 securing 78.4% * Matriculation under WBBSE, in the year 2004 securing 79.75% | |
| Academic Project   * Completed “Cloud Computing project”, in the year of 2012 as part of final year project during B.Tech. | |
| personaldetails24x24icons Personal Details | |
| **Date of Birth:** 20th January,1989  **Languages Known:** English, Hindi and Bengali  **Address:** Kolkata, India  **Location Preference:** PAN India & Overseas | |