**Summary**

Around 6.5 years of IT experience and 4.5 years completely in Salesforce Configuration and development. Strong expertise in all the phases of software development lifecycle including requirements gathering, analysis, implementation, Workflows, Process Builder, Code Development, Lightning, Designing Custom Pages, Unit Testing, Integration, Data Loader, support and deployment. Having Salesforce Platform Developer1 Certification.

**Major Strength**

* **4.5 years of experience in Salesforce.com technology.**
* Have a good understanding of Standard Objects and Custom Objects, relationships, SOQL, SOSL.
* Able to create interactive pages using **Visualforce, HTML.**
* Good experience in configurations, customizations, workflows, reports, approval processes.
* Good knowledge of **Sales cloud** implementation.
* Have good hands on in **validation rules, workflows,trigger,process builder and approval process.**
* Have good hands on **Apex Data loader tool** which is used for data migration.
* Worked on deployment tools like **Jenkins, ANT**.
* Worked on **GIT, Bitbucket and SonarQube.**
* Worked on **Aura component and LWC.**

**Work Experience**

|  |  |  |
| --- | --- | --- |
| **Organization Name** | **Role** | **Duration** |
| Altimetrik | Senior Software Engineer | Oct.18 –Till Now |
| Infogain India Pvt. Ltd. | Software Engineer | April 16-Sept. 18 |
| Trantor Software Pvt. Ltd. | Software Engineer | June 15-Nov 15 |
| Cloudforce Consulting Pvt. Ltd. | CRM Consultant | April 14 –May 15 |

**Education**

|  |  |  |
| --- | --- | --- |
| **Degree** | **College and University** | **Year** |
| B.Tech | Sikkim Manipal Institute of Technology | 2013 |

**Professional Experience Details**

**Name of the Project:** MasterCard

**Duration** : 9 months

**Description:** We are migrating whole MasterCard project into lightning using LWC.

**Responsibilities:**

* Worked on LWC Component.
* Worked on Aura component.
* Worked on VS code.

**Name of the Project :** Lakme

**Duration:** 11 months

**Description:** Lakme B2C application deals with  Call Centre and Complaint Management functionality for Lakme Salons – B2C(Business to Customer).So whenever customer visited the salon and they are not satisfied with the services they will raise the complaint via phone, email or via social media. We will provide the resolution based on the customer’s complaint. For every resolution customer will get notified via email and sms. We have integrated mulesoft with Salesforce for SMS. When the case was created, then milestones will start for escalation process and stakeholders will get notification via email.

Lakme Lever practices the activity of capturing Customer Feedback on their service along with calculating the Net Promoter Score across functions, employees, business units and organization.

**Responsibilities:**

* Worked on Validation rule, Process builder, Email Templates and Workflows for certain requirements.
* Worked on Test class.
* Worked on Lightning components.
* Worked on Entitlement process, reports, and dashboard.
* Worked on Email-to-Case, Permission sets, Auto response rules, Assignment rules, List views, Page layouts, record types and Approval Process.
* Worked on deployment process like ANT to retrieve the code from the Salesforce.
* Worked on GIT, Bitbucket and SonarQube for continuous inspection of code quality.

**Name of the Project :** WCG

**Duration:** 1 year

**Description:**

WIRB-Copernicus Group (WCG) is the world's largest and most trusted provider of

Regulatory and ethical review services for human research. WCG users need to report on the amount of an opportunity that is being earned in the current fiscal year. They drive workflows from Opportunity based on the types of Products in the Opportunity Line Items and to prevent duplicate Account and Contact records from being created. Report on Opportunity Stage changes and Stage Duration is also created on the Opportunity pipeline month-over-month/year-over-year. During Automatic Lead Conversion if a Lead is not matched to an existing Contact, a new Contact and Account record are created. WCG automatically identify and track a company’s “customer status” in the sales funnel.

**Responsibilities:**

* Worked on De-dupes of Account and Contacts.
* Migrated Accounts, Contacts, Opportunity, Tasks and Events from sandbox to Production.
* Worked on Documentation.
* Worked on Data Loader to insert, update and delete records.
* Worked on Reports and Dashboard.
* Worked on Validation rule, Process builder and Workflows for certain requirements.

**Name of the Project : SUPER PROGRAM**

**Duration: 6 months**

**Description:**

This project supports Business Units and Sales to acquire new businesses by offering an easy way for customers to test our client technology .It is a unique sales tool that allows existing and potential customers to try out different products. Customers can buy their demo unit once they have tested it for their satisfaction.

**Responsibilities:**

* Developed the user interface using Visualforce.
* Implemented Apex code to mute all triggers as per requirement.
* Worked on adding new changes to test classes and implementing new test classes.

**Name of the Project :** KNIGHT CAPITAL FUNDING

**Duration:** 4 months

**Description:**

KCF is an investment firm providing short/long term loans to companies based upon their business potentials. It acts as a platform for young start-ups to focus on their business performance without thinking about the capital involved. MCA or Merchant Cash Advance is the loan which is raised by the customer and it is verified and approved by KCF. The aim of this project is to provide maximum automation to KCF for their funding process. It involves integrations between SFDC and other APIs like Yelp, Yodlee, Idology, Twitter etc. were implemented to automate the funding process.

**Responsibilities:**

* Worked on OAuth authentication process for processing requests for Yelp API to SFDC.
* Worked on Twitter REST API to retrieve the customer details like phone number, address.
* Worked on Idology API & automated the verification of the customer and their businesses.
* Worked on implementation of Triggers and Batch classes.
* Worked on REST Integration.
* Worked on controllers and VF Pages.

**Name of the Project :**ONEBILL

**Duration:** 4months

**Description:**

OneBill API enables you to integrate your Salesforce application with OneBill & interact with the system. You can have various subscriptions to business related operations like detailed account, subscription, usage, billing & payment functions. All communications with OneBill API uses SOAP over HTTPS. Apex classes and methods to create/update/delete subscribers, order, subscription, quotes & invoices were exposed to the external OneBill application via REST architecture. The OneBill Page was accessible in a custom Salesforce environment. It involves in maintaining Customer Relationship Management Data in Visualforce pages. Documents like Invoices, Contracts, and Quotations were generated in one click. This project maintains CRM data in SFDC with features like auto generated Revenue streams based on payment mode option.

**Responsibilities:**

* Created objects, fields, page layouts, and tabs & built object relationships.
* Created Email Alerts, Email Templates, and Workflow processes.
* Prepared User manuals as instructions to end users.
* Implemented Sharing permissions on Profiles & managed Field Accessibility.
* Created Visualforce Pages, Static Resources & implemented Apex Classes.
* Used HTML & CSS in creation of Visualforce pages & worked on Packaging