

Avik Kumar Dutta

Salesforce Developer, Administrator And Consultant

Well-versed in building positive relationships with clients and other stakeholders. Strong requirements gathering, scope development and inventory coordination abilities. Skilled at overseeing complex, high-value technical Projects. Diligent, forward-thinking and adaptable to dynamic company, customer and project needs.

Work History

**2022-08 -
Current**

Specialist Software Engineer

LTIMINDTREE, Kolkata

- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability, and performance
- Reviewed project specifications and designed technology solutions that met or exceeded performance expectations
- Worked on Salesforce CPQ related to customisation and configuration
- Good exposure on apex classes, apex triggers and moderate knowledge on Visualforce pages .
Worked on Lightning aura components
- Analyzed proposed technical solutions based on customer requirements
- Provided direction and guidance to process improvements and established policies
- Collaborated with clients to define solution requirements

**2021-09 -
2022-08**

Application Development Senior Analyst

Accenture Solutions Private Limited, Kolkata

- Closely collaborated with project members to identify and quickly address problems
- Good exposure on apex classes, apex triggers and moderate knowledge on Visualforce pages



Contact

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Skills

Communication skills



Experience of Java, C,
C++, Matlab



Management skills



Superior time management



- Worked with customers to understand requirements and provide exceptional service
- Built and utilized reporting systems to keep customers and management in loop with latest information
- Investigated and corrected or escalated project problems
- Development done as per project requirement
- Discussed project progress with clients, collected feedback on different stages and directly addressed concerns
- Worked using Workbench and Data Loader.
- Worked on Salesforce CPQ as an administrator and custom developer
- Analyzed and developed technical solutions to meet business requirements

2018-03 -
2021-09

System Engineer

Tata Consultancy Services , Kolkata

- Resolved issues and escalated problems with knowledgeable support and quality service
- Worked with stakeholders to determine implementation and integration of system-oriented projects
- Good exposure on apex classes, apex triggers and moderate knowledge on Visualforce pages. Worked on Lightning aura components
- Worked on sharing rules and also on Role, Profile, User Creation as per business needs
- Worked on TALEND Migration from Java Jobs in Project and also worked on Lightning Migration from Salesforce Classic of the Org
- Moderate knowledge on the ETL Tool (TALEND)
- Worked on Integrations with various External Systems
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately
- Documented system configuration, mapping and processes

Agile



Technical analysis



Client requirements



Performance Tuning



Continuous improvement
techniques



Education

| | |
|----------------------|---|
| 2010-05 - 2011-05 | Secondary : Science <i>St. Joseph's College - Kolkata</i> |
| 2012-05 - 2013-05 | Higher Secondary: Science <i>St. Joseph's College - Kolkata</i> |
| 2013-08 - 2017-08 | B.E: ECE <i>MVJ COLLEGE OF ENGINEERING - BANGALORE</i> |

Certifications

- Salesforce Certified Administrator (ADM 201)
- Salesforce Certified Platform Developer I (PD1)
- Salesforce Certified Platform Developer II (PD2)
- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified CPQ Specialist
- Salesforce Certified Associate

Accomplishments

- Documented and resolved Exceeded Quota and Exceeded ID Limit Issue in the associated Salesforce Org which led to resolving critical business impact
- Participated and Secured Best Presentation in Quadcopter Designing and Application organized by Roboversity in College
- Developed Line Following Robot using 8051 Micro-controller as part of College Project
- Developed Robotic Fish using Arduino Nano Atmega 328 as part of final year project in college
- Key contributor in the design and implementation of new features for Salesforce Lightning