**OBJECTIVE**

A Lean Six Sigma White Belt Certified, offering skills to develop global customer solutions with thought of leadership and integrity and presentation skills, functioning well both independently and collaboratively with an outgoing personality. My goal is to secure a challenging position and to become a valued asset.

**PROFILE SUMMARY**

* **7+** years of total IT Experience.
* **2+** years of extensive experience in **Salesforce CRM**.
* Played a critical **leadership role** in **Salesforce implementations**, involving in – **Configuration, Customization** and **Deployment**.
* Experienced in **Salesforce Lightning Aura Component**.
* Having good experience in requirement gathering and fitting those requirements with the **Salesforce component**.
* Experienced in **Team Management** (**Team Lead**).
* Good programming, analytical, problem solving, and debugging code skills.
* Experienced in Data Warehousing, Oracle Database, JDA Demand and Manhattan WMS in Supply Chain Management Domain.
* Experienced in visualization tools like Pentaho CDF and Microsoft Power BI along with ETL tool like Pentaho Data Integration.
* Certified in Lean Six Sigma White Belt.
* Experienced in **Agile** based projects.

**SKILLS**

|  |  |
| --- | --- |
| **Domain Knowledge** | CRM, ERP, SCM |
| **Technologies** | Salesforce |
| **Tools** | Visual Studio Code, Workbench, Bit Bucket, JIRA, Eclipse, Git |
| **Core** | Salesforce.com Technical, Lighting Expertise |
| **Scripting Languages** | Unix Shell Scripting |
| **Product Knowledge** | JDA Demand and Manhattan WMS (Supply Chain Management) |
| **Database Language** | Oracle SQL, PL/SQL |

**PROFESSIONAL EXPERIENCE SUMMARY**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | **Designation** | **Duration** | **Technology Used** |
| **Cognizant Technology Solutions Pvt. Ltd.** | Senior Consultant | June 2019 to Till Date | Salesforce CRM, Agile |
| **JDA Software Private Limited** | Technical Analyst | Sept 2017 to June 2019 | Unix, JDA SCPO Demand, Oracle Database(Oracle SQL), Salesforce Ticketing Tool |
| **CGI Group Inc.** | Software Engineer | Mar 2014 to Sept 2017 | Oracle SQL, PL/SQL, Pentaho BI Suite, Pentaho ETL, Data Warehouse, Core Java |

**PROFESSIONAL EXPERIENCE**

**June 2019 to**

**Till Date Cognizant Technology Solutions Private Limited**

**Designation:** Senior Consultant

**Project:** Engagement Center

**Role:** Salesforce Developer Lead

**Team Size:** 20 Members

**Skills Used:** Apex, Lightning Aura component, SLDS

**Project Description:** Creating a health system which must capitalize on every patient and consumer interaction from fielding the first inquiry to actively supporting proactive health, ongoing care, and recovery to achieve a trusted provider status in the eyes of consumers and patients.

**Roles and Responsibilities:**

* Worked on service cloud.
* Worked on Apex Classes, Test Classes, Trigger, SOQL, Lightning Aura component.
* Worked on Custom Metadata Type, Custom Setting, Objects, Fields, Workflow, Profile, Process Builder and Role.
* Created Custom Objects and defined lookup and master detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created page layouts, search layouts to organise fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, Process Builder field updates to implement business logic.
* As a Team Lead, I managed and assigned task to my peer.
* Working in an agile scrum environment.
* Weekly Retrospect update to manager and involved in Client interaction.

**Sept 2017 to**

**June 2019 Blue Yonder** formerly known as **JDA Software Private Limited**

**Designation:** Technical Analyst

**Project:** JDA Demand - Customer Success

**Client:** World Wide

**Role:** Support

**Team Size:** 6 Members

**Skills Used:** UNIX, JDA SCPO Demand, Oracle Database (Oracle SQL, PL/SQL)

**Project Description:**

I worked for JDA Software Private Limited which is currently known as Blue Yonder after the acquisition of Blue Yonder to JDA itself. JDA Software Private Limited is a leader in Supply Chain Management domain and it has JDA SCPO Demand - Customer Success project which is one of the most revenue earning projects. JDA Demand helps the customer and the business to forecast the sales of a product in near future. This model can also predict near to utmost accuracy to give the correct Unit, Group and Location of the forecasting product. JDA Demand uses many licensed Algorithms to predict the forecast and stores the forecast in History related tables. This project does Demand Forecasting which is based on SAAS model.

**Roles and Responsibilities:**

* Understanding the supply chain flow of the JDA Demand product.
* Understanding the architecture of the entire model.
* Supporting the customer, with any technical / functional issues they face from the product perspective.
* Trained new joiners from Japan team on both technical and functional aspects of the JDA Demand product and its usage.
* Attending calls with the customer and resolving the cases raised in Salesforce.

**Sept 2015 to**

**Sept 2017 CGI Information Systems and Management Consultants Private Ltd**

**Designation:** Software Engineer

**Project:** Advantage 360

**Client:** US City and County Governments

**Role:** Acting Lead and Developer

**Team Size:** 18 Members

**Skills Used:** Oracle SQL, PL/SQL, Pentaho BI Suite, Pentaho ETL, Microsoft Power BI,

Data Warehouse, Core Java

**Project Description:** CGI Advantage 360 offers an alternative out of the box approach to Government ERP. It is a Multi-tenant ERP solution with SAAS model. A cloud based functionally for local government that is delivered faster and cheaper. It uses Pentaho to build Domains and Reports and gives faster and quality Business solutions to the clients. It also uses SQL Server Analysis Services (SSAS) to create cubes using data from data marts / data warehouse for deeper and faster data analysis. Databases used are mainly Oracle 12c and SQL Server 2008.

**Roles and Responsibilities:**

* Developed Transformations and jobs as per the functional documentation.
* Preparing the unit test cases as per the project requirement.
* Gathering work from the functional team and distribute it among the team members.
* I have trained new members those who are joining in our project.
* Daily reviewing the work of my team members.
* Updating daily work status to my project manager.
* Attending daily status meetings and discussing on process improvement.
* Developed Procedure, Functions, Packages and Triggers as per the client requirements.
* Tune the SQL queries as per the project requirements.
* Developing the ad hoc request SQL queries as per the reporting team requirements.
* Got client appreciation by designing Cubes in SSAS to fetch fast analytical data from Data Warehouse.
* Hands-on experience in MDX queries in SSAS for creating OLAP data sources.
* Created interactive and complex custom canned reports using Pentaho BI.
* Directly interacted with clients for technical clarifications.
* Experience in Core Java.
* Developed visualizations and dashboards in Pentaho CDF and Microsoft Power BI.
* Developed shell scripts for automation processes.

**EDUCATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Institute** | **Subject** | **Passing Year** | **Percentage / Grade** |
| B.Tech | WBUT | Computer Science and Engineering | 2013 | 8.14 |
| ISC | HLPS | Science | 2009 | 78 % |
| ICSE | Lycee | General | 2007 | 81.4 % |

**AWARDS AND ACCOLADES**

I was awarded twice from my project and by client for my excellent ability to solve problems and giving quality training to new joiners.

**PERSONAL DETAILS**

Father’s Name : Mr. Prasanta Kumar Maiti

Date of Birth : 19th April, 1991

Marital status : Single

Nationality : Indian

Contact No. : +91-7680932767

Alternate Contact No. : +91-9433581414

Email Address : [pritam.rick@gmail.com](mailto:pritam.rick@gmail.com)

Passport : Available

**DECLARATION**

I hereby declare that all the information given above is true to the best of my knowledge.

Date:

Place: --------------------------------------------

(Signature)