

Abira Kundu is a Salesforce Developer at Cognizant Technology Solutions, with 2.7 years of experience in software development phases covering Analysis, Design, Development, Unit and Integration Testing and Implementation.

- ✓ Expertise in SFDC Administrative tasks like Data Management, Data Security, Data Modeling, Workflow Automation, Formulas and Validation Rules, Approval Process, Process Builder.
- ✓ Proficient in SFDC development using Lightning Aura Components, Apex Classes, Triggers, Batch Apex, Visualforce, SOQL and SOSL.
- ✓ Extensively worked on implementation of Field Service Lightning along with configuring Field Service Mobile App.
- ✓ Experience in Deployment Process using Change Sets.
- ✓ Proficiency in test-driven, agile development.
- ✓ Excellent team player, self-motivated, quick learner with good communication skills.

Education:

❖ Bachelor of Technology – Information Technology <i>RCC Institute of Information Technology, Kolkata</i>	84%	2018
❖ WBCHSE <i>Baghbazar Multipurpose Girls' School, Kolkata</i>	79%	2014
❖ WBBSE <i>R.K.S.M. Sister Nivedita Girls' School, Kolkata</i>	89%	2012

Projects:**1. US Based Leading Natural Gas and Electric Energy Company***May 2020 – Till Date*

Synopsis: The application is for Gas Pipeline Operations and Maintenance Staff and field workers to complete key work functions while remote in the field. It comprises of development and management of gas technicians and equipment including skills, capacity and resource availability in the most efficient way. Objective of this project is to develop an intuitive UI to assign and dispatch work orders, real tracking by field technician using mobile devices and 360-degree view for supervisors to monitor on job progress at each station.

- ✓ Performed detailed analysis of business and technical requirements and designed the solution by customizing Field Service Product.
- ✓ Extensively worked on product set up according to business needs including assignment and dispatch of work orders to technician in dispatcher console.
- ✓ Provide summary desktop/iPad (360 dashboard) and Mobile (Digital Binder) view to supervisors and technicians for hassle free service.
- ✓ Involved in data import of territory, station, user, asset to support the existing functionality.
- ✓ Implementation of lightning component to build a custom UI to perform all the field service operations with minimal button click by the supervisor.

2. British Multinational Investment Bank and Financial Services Company*Oct. 2019 – April 2020*

Synopsis: This application is for Premier Managers to manage Customer prompts where Managers will review and update the prompts by contacting customers through email, call etc. Customers contact notes will be added when there is any customer contact. New opportunities will be identified and captured during customer contact. Once action is taken, prompt will be closed. Application will generate a workflow to track progress of prompt management and enable Premier Managers to follow up actions to discuss with customers. Application will also generate homepage dashboards to enable agents to manage work effectively.

- ✓ Implementation of Financial Service Cloud console on Salesforce Lightning to provide single customer view system.
- ✓ Created custom lightning apps to monitor Customer Prompts.
- ✓ Created batches to convert customer prompts to opportunities, to mass delete and cleanup the customer prompts to retry to customer prompt API call when failed to retry and to add interaction, to update customer prompts to Leads Hub, an external source system.

Synopsis: The application implements Salesforce Field Service Lightning which optimizes the delivery system and helps workforce to cater the customer demand. It provides complete delivery journey starting from Work order until Service closure. It has guided Visual flows to capture customer payment details, facility to show delivery stock. In case of unscheduled delivery service resource, it takes the approval from authorized personnel prior to schedule the delivery from remaining stock. The application triggers automated notification in case approver rejects the delivery.

- ✓ Developed Apex Classes, Triggers and Flows to implement custom business logic for various functionality.
 - ✓ Developed guided Visual Flows for Field Service Lightning Mobile App.
 - ✓ Created Apex test classes with test coverage of org above 90% and performed Unit Testing of the application to verify the desired functioning of the application.
 - ✓ Maintained coding standards and best practices set by Salesforce.
 - ✓ Created Technical Design documents for release.
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Certifications:

- ❖ Salesforce Certified Force.com Platform Developer I
 - ❖ Salesforce Certified Administrator
 - ❖ Salesforce Certified Service Cloud Consultant
 - ❖ Salesforce Certified Sales Cloud Consultant
 - ❖ Salesforce Certified Community Cloud Consultant
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Abira Kundu
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