Somnath Goswami

somnath.goswami17@gmail.com +919390975920



**Professional Summary**

* **Working as a Success Support Engineer at Salesforce currently. (17 Nov 2020 - Till Date)**
* **ADM 201 Certified, Salesforce Trailhead Ranger Status, Salesforce Pardot Specialist certified.**
* Have been successfully providing support and troubleshooting issues as per customer requirements.
* **3.10 years** of experience in **Business Technology Analysis and UI/UX Designing at Deloitte Consulting**.
* Sound domain knowledge on **Salesforce, LWC, Aura Components, SLDS, Apex, Salesforce API, Integration and Configurations.**
* Expertise in **UI/UX Designing** and Salesforce functionalities **inclusive of CSS**.
* Successfully implemented Lightning **Laptop and Mobile Responsive Screens and Communities**.
* Worked for Salesforce Service Cloud and Service Console Projects as well
* Successfully implemented ChatBot feature and user and customer support interaction feature.
* Profound knowledge of Service Cloud Entitlement Management, Omni-Channel, Automated Case-Management and other features.
* Relevant experience in Retail, Life Sciences and E- Commerce and Public Sector domains.
* Expertise in Requirement Gathering, Analysis, Documentation and strong Business analysis skills
* Drafting Business Requirement Document and reviewing Functional Specifications Document.
* Regular Business Interactions to understand and meet Business/Client expectations.
* Traceability matrix of the Business requirement to the proposed solution: **BRD : FSD**.
* **SPOC** between Clients and Technical teams to translate functional expectation to enhancements.
* Extracting High Level Business Scenarios of the enhancements and new system designs.
* Proficient in Software Development Life Cycle **(SDLC)** Processes & models, Software Testing Life Cycle **(STLC)** and Defect/Bug Life Cycle.
* Experience in both **Agile** and **Waterfall** Methodology of Software Development.
* Performance evaluation of the deployed solution to determine if the forecasted business benefits have been attained.
* Excellent attitude towards teamwork and people/relation management skills.
* Performed API test automation using Postman.
* Relevant project related knowledge in XCODE and IOS App development.
* Database and SQL experience for Data Analysis and Reporting purposes.
* Business/Clients in Defect calls and Development related conference meetings.
* Provide training on the capabilities of newly developed solution.
* **Production Support**:
* Analyzing Production issues and the corresponding impact analysis.
* Suggestion on temporary work around till permanent enhancement is delivered (Change Request or New Enhancement) to meet Business expectations.
* Work in partnership with the Project Manager, Functional Managers and Application support team on handling the post-implementation issues.

**Professional Experience**

**Organization : Salesforce                                                      Profile : Customer Success Support Engineer**

**Project & Description  : Support Agent for CRM and Pardot related issues**

Successfully executed trouble shooting on issues raised by customers regarding CRM and Pardot related modules.

**Client : Amazon DALI                             Domain:E – Commerce                             SDLC Model : Agile**

**Organization : Deloitte Consulting Profile : Busines Analyst**

**Client : FOX Studios Domain: Entertainment And Media Industry SDLC Model : Agile**

**Project & Description : FOX Studios**

Successffully developed user-inetractive and complex media screens as per the requiremets and adhoc enhancements on SLDS.

**Client : Amazon DALI Domain:E – Commerce SDLC Model : Agile**

**Project & Description : Amazon – Life Sciences and E – Commerce**

The objective of the project was to make the lightning community screens much more advanced and user-friendly with lesser number of clicks/efforts by the user.

**Client : HughesON Domain : Public Sector SDLC Model : Agile**

**Project & Description : Hughes Application**

The objective of project is to generate a more interactive and responsive website for the end-users. The website has been developed using the latest front end technology – LWC and backend as JS.

Also successfully dealt with fine-tunning the UI/UX screens previously built having a mixture of VF pages, aura components and LWC’s. Effeciently handled CSS issues as well.

**Client : Commonwealth of Kentucky-KY Health Domain : Life Science SDLC Model : Waterfall**

**Project & Description : Kentucky Commonwealth**

The public health and service portal was broadly expanded with multiple lightning communities for different sections of users and was made more compact and time-efffecient and responsive with SLDS technology.

**Client : WM Digital Transfformation VBB Domain : E-Commerce SDLC Model : Waterfall**

**Project & Description : Waste Management**

The e-commerce website was enhanced and made more interactive and user-friendly with much more advancved screen designs and their screen responsiveness also been taken care of.

**Client : Oracle Domain : Management SDLC Model : Waterfall**

**Project & Description : Broadcom**

The Oracle database UI screens were developed and handed over to them with mobile responsive and other specific requirements to go live.

**Job Responsibility :**

* Deriving the acceptance criteria for the user stories.
* Handling the look and feel of the screens expected by the client.
* Developing screens from the and fine-tunning screens already existing.
* Participation in the daily scrum meeting.
* Delivering user stories within the timeline.
* Multitasking as well while helping various backend developers at the same time with flexibility and efffeciency.
* Demonstrating (Showcase) the sprint progress at the end of the sprint to all the concerned

 stakeholders.

* Functional and Technical specification analysis.
* Performed defect management using QC and Active participation in defect calls.
* Designed and performed regression test cases with corresponding impact analysis.
* Reponsible for test planning and status reporting.
* Prepared Release handover notes and provided walkthrough to the Operations and Production Support teams.
* Analyzed the gaps and enhancements required for Community Launch involving modules and involved functionalities.
* Drafted the Business Requirement Document.
* Involved in Development calls to provide functional support.
* Involved in extracting High Level Business Scenarios.
* Involved in defect calls and Release handover documents calls.
* Production implementation support. To provide with requisite functional support at time of production issue and suggesting probable workaround that satisfies Business expectation.
* Interacting with product owners/business stakeholders to understand the client expectations.
* Creating user stories from features and analyzing the effort to be delivered within a sprint.

**Corporate Training Program**

* **ADM 201 Certified, Salesforce Trailhead Ranger Status, Salesforce Pardot Specialist certified.**
* Salesforce Lightning Tarinee at Deloitte , Gachibowli, Hyderabad.
* Salesforce Lightning Trailheads.

**Education Qualifications**

* B.Tech (Computer Science) Institute Of Technical Education And Research, Bhubaneswar (2012-2016)

**Certifications**

* **Core Java, Advanced Java**.

**Computer Skills**

* **Languages : SLDS,LWC,AURA,JS,**C, C++, Java, SQL, PL/SQL.
* **Tools :**  VS Code, Xcode, Jira, SOAP UI,Eclipse,Netbeans ,Sublimetext, Bitbucket, MS Excel, MS Office,Github,Angular JS.

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