**Akhilesh Mallick**

**Salesforce & Vlocity Developer at Infosys**

[[mallick.akhilesh@gmail.com](mailto:mallick.akhilesh@gmail.com)](mailto:mblslavanya@gmail.com) 

+91-9931383471  ****

<https://www.linkedin.com/in/akhileshmallick/>

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| Summary |

* Overall **4.11 years of IT Experience** which includes **2.8 years of work experience in Salesforce.com** CRM platform which involves, Configuration, and Customization in **Sales Cloud** and **Service Cloud** and **Vlocity Industry Cloud (Communications)**.
* About **6 months of experience in Vlocity**
* Experience working in **OSS / BSS** applications of Telecom Giants like **British Telecom (BT)**, **Telenor Norway** and **Telia Finland**
* Ability to translate client's business requirements into specific system, application designs.
* Experience in **SFDC Configurations/Customizations** – as Administrator and Developer.
* Experience in Requirements gathering, configuring Custom objects, Tabs, Apps, Custom Fields, Record types, Formula Fields, Approval Process, Sharing Rules, Task and Events, Email Notifications and Templates.
* Experienced in developing **Visual force pages, Apex classes, Triggers, and Test classes for code coverage**.
* Experience in **Salesforce Lightning Components**
* Experience working **on Vlocity – Flex Cards, Flyouts, Vlocity Templates, Omniscripts Designer, Data Raptors, Integration Procedure**
* Expertise in implementing the **Data** **Security (Object, Field & Record level) in Salesforce.com**. .
* Experienced using Salesforce Administration and **Creating Roles, Profiles, and Page Layouts**.
* Strong practical expertise on **Process Builder, Validation Rules, Roll-Up Summary, Workflows**.
* Used **Data loader for Data migration on force.com platform**.
* Experience with **Salesforce Reporting & Dashboards**.
* Proficient on working in **Agile project practices**.
* **JIRA, GIT, Bit Bucket, GitHub** used for project Development and Deployments etc.
* Worked as **integral part of Deployment activities if my team**
* Knowledge of CI **/ CD** tools like **Copado** during the training and deployment.

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| Certification |

* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer 1**
* **Copado Certified Administrator – Native DevOps For Salesforce**
* **TCS certified Business Analyst in Telecom Domain**
* **Salesforce certified OmniStudio Developer**

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| Awards and Recognition |

* **Best Agile Practitioner by TCS -Telenor**
* **Learning Achievement Award by TCS - Talent Development**
* **Service & Commitment Award by TCS India**
* **Best Team member Award by TCS India**

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| Project Experience: Tata Consultancy Services July 2016 - Present |

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| **Name of the Project** | **DIGICO COM Squad (Order Management)** |
| **Domain** | **Telecom (Infosys)** |
| **Technologies** | **Vlocity Technologies** |
| **Role** | **Vlocity Developer** |
| **Responsibilities:**   * Worked on Omniscript for Business requirement in Order Management module * Created Data Raptor for Business requirement in Order Management module * Created Integration Procedure for Business requirement in Order Management module | |

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| **Name of the Project** | **Claudia (Sales and Service Application)** |
| **Domain** | **Telecom (TCS)** |
| **Technologies** | **Salesforce Technologies** |
| **Role** | **Salesforce Developer -2** |
| **Responsibilities:**   * Created Win/ loss analysis of service cloud of Salesforce * Worked on email modules of Application * Worked on Contract Term Escalation Enhancement in Salesforce * Created Custom Marketing Profile with special managed package licenses * Created Sales Project – Busies Board * Worked on Reduction of amount of customization in order to keep the system healthy and increase the performance. * Working on attachment of files module enhancement * Worked on Vlocity Template for feature development of alert display as per table condition * Worked on Vlocity Omniscript for Conditionals display for business case in Salesforce * Developed reusable lightning component for account team visibility using data table etc. and SLDS * Created Email-to-Case custom Automation (Outlook inbox address visibility) in Salesforce * Worked on Knowledge object for FAQ, Product Description * Lead DEVOPS Release team for my project and given training to juniors | |

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| **Name of the Project** | **JNB (Sales and Service Application)** |
| **Domain** | **Telecom (TCS)** |
| **Technologies** | **Salesforce Technologies** |
| **Role** | **Salesforce Developer and Administrator** |
| **Responsibilities:**   * Worked on various Salesforce.com standard object likes **Accounts, Contacts, Opportunity, Lead, Campaign, Reports and Dashboards.** * Created Page Layouts and Assigned to the users based on their business criteria. * Created **Validation Rules** and **Workflow rules** based on the business criteria. * Created Support Processes and **Record types** for **Cases** and Other Salesforce Objects. * Generated **Web to lead** and **Web to case** forms. * Assigned **Object permissions** for the profiles based on the business criteria. * Configured **page layouts, custom tabs, Process builder**. * Writing **User stories, Test sceneries and Test Steps** and making **code coverage**. * Created **custom objects, custom Fields, Validation Rules, and formula fields**. * Created **Workflow Rules** to automate Tasks, Email Alerts, Field Updates, time-dependent actions. * Created **users, roles, Profiles, public groups and implemented role hierarchies, sharing rules and record level permissions** to provide shared access among different users. * Used **SOQL** & **SOSL** for data manipulation needs of the application using platform database objects. * Created **Visualforce pages, Apex Triggers, Apex Classes and Test Methods**. * Responsible for enhancing existing user interface functionality built using **Visualforce, and JavaScript**. | |

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| **Name of the Project** | **Sinsen (Invoice Generation Application for Fixed line)** |
| **Domain** | **Telecom (TCS)** |
| **Technologies** | **Java, HTML, CSS, Sybase Database, Stored Procedure** |
| **Role** | **Application Developer** |
| **Responsibilities:**   * Feasibility analysis and Implementation of New Functionalities. * Preparation of Software Requirement Specifications document for Change Requests * Impact Analysis – System impacts of the change request (CR). * Effort estimation and timelines for the CR  Interacting with client to understand the functional requirements.Building solutions as per requirements.Bug fixing and maintenance of the project.  * Deployment support to AO vendors | |

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| Highest Educational Qualification |

* **Bachelor’s Degree (2012 to 2016):** College of Engineering and Management, Kolaghat, West Bengal

-**Computer Science and Engineering**

-**7.52/10 CGPA**

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| Declaration |

I hereby declare that all the information furnished in this resume is true to the best of my knowledge.

**Place: Bengaluru, IN**

**Date: 17th June 2021**

**Akhilesh Mallick**