Shovan Mandal   Email: shovan.mandal1991@gmail.com
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TrailBlazer Url: https://trailblazer.me/id/astro130891

Salesforce Certified Developer with total 6.7 years' experience (relevant Salesforce Development Experience of 5.2 years) and current HCL Technologies employee with strong background in development and enhancement of the SFDC platform. Well versed with Salesforce Core Development methods, Best Practices, Salesforce APIs. Adept at translating business requirements and implementation on Salesforce platform. Team collaborator with strong verbal and written communication skills. Looking for opportunities to work on challenging projects with like-minded individuals to help fulfil organizational goals and expand my skills.

Technical Skills

➢ **Backend:** Apex, Apex Triggers, Asynchronous Apex

➢ **User Interface:** Lightning Components, Visualforce.

➢ **Database:** SOQL, SOSL.

➢ **Automation:** Flows, Process Builder, Workflow Rules, Validation Rules, etc.

➢ **Integration:** SSO, REST API, Bulk API, Username Password Flow.

➢ **Deployment:** Change sets, VS Code, Git, and Metadata Deployment using ANT, Jenkins, Managed and Unmanaged Package.

➢ **Tools:** Data Loader, Workbench.

Work Experience

HCL Technologies, Chennai — Technical Lead.

➢ Worked as part of a Canadian Bank for implementing Salesforce Application, which includes daily interaction with several users, understanding their urgent issues/cases, finding the root cause for their issues and solving the issue using a break-fix model within SLA.
➢Provided support for production Salesforce.com instances and related integrations.
➢Performed monthly data-load activity for migrating data into Salesforce.com orgs.
➢Closely worked with business for data correction in Salesforce orgs.
➢ Responsible for creating knowledge base materials (documentations related to issue resolutions) dedicated towards operational efficiency.

➢ Worked with developers to troubleshoot their implementation in Apex, Aura, Visualforce which involves debugging and resolving any errors occurring in Live (Production) Environment or lower environments (Sandboxes).

➢ Developed Security Settings, Sharing Rules, Permission Sets, Workflows & Approval processes, Email Templates, Page layouts etc.

➢ Worked on Salesforce Reports and Dashboards, Profile Management, User Management.

➢ Mass Data Transfer/Delete, Import Accounts, Contacts, Leads, Custom Object Data using Data management as well as some other tools like Data loader.

➢ Deployment using Change Sets from Developer Sandbox to Higher Environments.

➢ Trained new joiners about the different Line of Business and the implementations made in Salesforce.com application.

Salesforce, Hyderabad — Developer Success Engineer.

➢ Worked as a Salesforce Developer Support Engineer, which includes daily interaction with several new customers, understanding their urgent issues/cases, finding the root cause for their issues and solving the issue using a break-fix model within SLA.

➢ Worked with developers from Salesforce Partners to third party ISVs to troubleshoot their implementation in salesforce.com in Apex, Aura, Visualforce and other salesforce.com developer products which involves debugging, troubleshooting, guiding them to find solutions to their business cases and taking responsibility to see that the issue is fully resolved.

➢ Developed and maintained technical expertise in assigned areas of product functionality and utilize that expertise effectively to help Salesforce Partners/Customers.

➢ Debugging and resolving any errors occurring in Live (Production) Environment.

➢ Define and describe technical best practices.

➢ Trained New Joiners/Fresher's on Salesforce platform.

Infosys Limited, Hyderabad — Technology Analyst.

➢ Worked as a part of an American Telecommunication Company for implementing Salesforce Application.

➢ Assisted in developing Project scope, Business Requirements and Functional Requirements with internal team and clients.

➢ Created User Story document for Developer Requirements with internal teams.

➢ Designed and deployed Custom tabs, Custom objects, Validation Rules, Approval Process and Assignment Rules for automating business logic.

➢ Designed and deployed Basic Salesforce Lightning Components for proprietary Salesforce Application.

➢ Worked with Salesforce Standard Objects like Accounts, Contacts, Lead, Cases, Opportunities.

➢ Implemented pick lists, dependent pick lists, lookups, master detail relationships and Record Types to enforce data quality.

➢ Developed Security Settings, Sharing Rules, Permission Sets, Workflows & Approval processes, Email Templates, Page layouts etc.

➢ Worked on Salesforce Reports and Dashboards, Profile Management, User Management.

➢ Mass Data Transfer/Delete, Import Accounts, Contacts, Leads, Custom Object Data using Data management as well as some other tools like Data loader.

➢ Deployment using Change Sets from Developer Sandbox to Higher Environments.

➢ SOQL operations using Workbench tool (Insert, Update, Delete).

Infosys Limited, Hyderabad — Senior Systems Engineer.

➢ Worked as a part of Infosys Salesforce Solutions team, which is responsible for building products across different horizontals and verticals.

➢ Assisted in developing Project scope, Business Requirements and Functional Requirements with internal team and clients.

➢ Performed functional tasks such as client demos, on-boarding teams to the product, requirement gathering and analysis etc.

➢ Designed and Executed Data model, Flow diagram and overall Architecture for functionalities based on project requirements.

➢ Designed and deployed Custom tabs, Custom objects, Visualforce Pages with Apex Controllers, Triggers, Validation Rules, Approval Process and Assignment Rules for automating business logic.

➢ Deployment using Managed package, Unmanaged Package, Jenkins and ANT Migration tool.

➢ Created Jenkins Job for automated deployments from one Salesforce environment to the other Salesforce environment (Sandbox to production) or from a Github branch to Salesforce environment (Github branch to Sandbox/Production).

➢ Used SCM tools Git and Bitbucket for metadata components push and commit.

➢ Used Basic Git bash commands (Clone, add, checkout, commit, push).

➢ Designed and deployed the Parent-Child-Grandchild, Visualforce Design pattern in the project.

➢ Presentations to different clients from North America, Europe, UK, South Africa region.

Certifications

➢ Salesforce Certified Administrator
➢ Salesforce Certified Platform Developer 1
➢ Salesforce Certified Platform App Builder
➢ Salesforce Certified Community Cloud Consultant
➢ Vlocity Certified Developer Essentials

Awards and Recognitions

➢ Top Performer of the month November 2020 at Salesforce.
➢ Received Infosys INSTA AWARD for the Quarter 1. Financial Year 2019-2020.
➢ Received multiple appreciations from the top management of HCL Technologies and the client of HCL.

Educational Qualification

➢ Master of Computer Applications with 7.75 CGPA from National Institute of Technology, Warangal in 2015.
➢ Bachelor of Science (Mathematics, Physics and Computers) with 77.14 percentage from Government Holkar Science College (Autonomous), Indore in 2012.
➢ Secured 85.2 percentage in Class 12th, Madhya Pradesh Board of Secondary Education, Bhopal (2008-2009).
➢ Secured 87.2 percentage in Class 10th, Madhya Pradesh Board of Secondary Education, Bhopal (2006-2007).

Salesforce OHANA Contribution

➢ Leader for the Hyderabad Salesforce Marketing Cloud User Group in conducting various events related to Salesforce.

Personal Details

Date of Birth	13- August- 1991
Mother's Name	Pratima Mandal
Father's Name	Pradeep Mandal
Languages Known	Bengali, English, Hindi
Gender/Nationality/Marital Status	Male/Indian/Married
Permanent Address	Flat No AG-1 Bardhan Apartment, 103 Laskarpur Purbapara, Kolkata-700153
Hobbies	Travelling, Cooking.

 I hereby declare that the above information is true to the best of my knowledge and belief.

Date: Shovan Mandal