

SAYAN TALUKDER

Senior Software Engineer @iFocus Systec (India) Private Limited

Bangalore,IN | sayan172018@gmail.com | 8971587049 | <https://www.linkedin.com/in/sayan-talukder/>

An aspiring IT professional with six years of experience in the field of technical support, development and global clients handling with the tenacity to accomplish tasks in providing user friendly experience for clients, employees and administration. Looking forward to work for a company that not only operates on multi-tiered technologies but also provides an atmosphere to interact with people and culture across the globe, to enrich oneself with the different aspects of Information Technology and thereby contributing towards achieving organization goals.

Education

Birla Institute of Technology and Science, Pilani

November,2017

Master of Technology, Software Engineering

Relevant Coursework: Cloud Computing, Networking, Web Designing, Application Development

Skills

Languages	C#, Python
Technologies	Salesforce Administrator, Salesforce Developer (Upskilled), ASP.Net, Web Services, Framework 4.5, ADO.NET, HTML, CSS, Java-script
Other tools	Jenkins, JIRA, Service Now
Database	Microsoft SQL 2016, Oracle SQL Developer
Operating Systems	Windows, Linux

Professional Experience

iFocus Systec(India),Bangalore [Senior Software Engineer]

Oct,2018-Present

- Working as a Salesforce Administrator (both Lightning and Classic) to address user concerns.
- Deploy component changes related to data modelling(objects, relationships, formulas, validation rules),data management(import and export of data),data security, user interface customizations(page layouts) and process automation (workflows, process builder)using point and click tools.
- Creation of reports and dashboards based on different profiles.
- Implement CPQ integrations on product and price mappings.
- Providing round the clock support to customer concerns, identifying bugs and determining code fixes.
- Identify business needs and collaborate with developer to implement the same for customers
- Performed end-to-end system integrations and technology upgrades for data exchange across different applications and system interfaces.
- Build automation scripts and tools to extensive reduce efforts.

Wipro Technologies, Bangalore [Software Engineer]

Sept,2013 -Sept,2018

- Individually worked with business over requirements, code modifications, bug fixes and maintenance activities.
- Collaborate with team member to exchange ideas and approach for a better customer experience.
- Provided assistance on technological upgrades and migration over legacy coded applications and infrastructure.
- Develop web-based applications and batch scripts to provide best user experience to reduce efforts and reflect profitability.