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KOUSHIK SAHA

C-3 NandinI Apartment 33&34 Gangyra Ghosh Para Kolkata-700059,India

**Email**:**koushiksahahp0m43@yahoo.com**

**Mobile:** (+91) **9830853757**

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**Current Position:** A Professional Sales force developer with sound practical experience in custom Sales force solution design and implementation along with sound knowledge in Service now administration.

**Objective**: Optimize my technical strategies, creative planning and functional skills to attain the organizational goal.

**Technical Skills:**

Overall 4+ years of relevant experience in Sales force development

Total IT experience 14 year.

**Specialties**

* Salesforce Admin & Dev, Visualforce, apex, SOQL, SOSL
* Service now Admin and development.
* Apex Class, Apex trigger, Visualforce, Rest and WSDL integration, Force.com,Eclipse LUNA 4.4.2 .Ant automatic migration, GitHub.Change Set
* Asynchronous and synchronous development and implementation.
* Governance limit implantation.
* Data Loader
* Agile Methodology
* **Lightning :-**
* App Builder,Lightning Component Framework.
* LIGHTNING AURA COMPONENT.
* LIGHTNING WEB COMPONENT.
* How to get Custom Metadata in Lightning Web Component without Apex.
* DYNAMIC CSS IN LIGHTNING WEB COMPONENT.
* [Adding a Manual Sharing Button to Records with Lightning Flow](https://unofficialsf.com/adding-a-manual-sharing-button-to-records-with-lightning-flow/).
* DESIGN ATTRIBUTE IN LIGHTNING WEB COMPONENT.

**Skill Summary / Level:**

**Professional Experience:**

|  |  |
| --- | --- |
| **Organization** | **Years Of Experience** |
| Cognizant | 1.4 yeas |
| Optimous it system | 3 months |
| Sensabyte Technologies | 1 year |
| Hewlett Packard Enterprise | 1.6 year |
| Linde Group [Formerly British Oxygen]. | 8.10 Years |
| Inverto India pvt ltd | 1.0 Year |
| DEBONO India PVT Ltd | 3 Months |

**Certification**

|  |  |
| --- | --- |
| Technologies | ID |
| Salesforce certified developer | 17296149 |
| Service Now Certified system administrator | 01009055 |
| ITIL version 3 Foundation | 00204040 |
| Salesforce certified administrator | 20881862 |
| HPSM |  |
| MicroSoft Visual C# .NET | LC1SYD525C |
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**Overseas Exposure**

* Linde India - Munich ,Germany April 2011
* Linde India - Munich ,Germany May 2012

# Main Project Summary:

# Project # 1

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| --- | --- |
| Client | Manulife |
| Project | Business project |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | Mar 2019 –Apr 2020 |
| Role | Design, Development & support |
| Team Size | 15 |

# Projects Executed in Boston University:-

# Project # 1

|  |  |
| --- | --- |
| Client | Boston University |
| Project | Business project |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2, LIGHTNING WEB COMPONENT |
| Period | Oct 2017 – Oct 2018 |
| Role | Design, Development & support |
| Team Size | 15 |

***Project Overview:***

I have been working multiple projects and based on our internal business requirement developed the app’s. I would like to highlight few areas where I have worked extensively as bellow: -

***Responsibilities Held:***

* Gathered requirements and prepared requirement documents and technical design documents to meet the business rules.
* Worked closely with various tracks to ensure consistency of requirements and setting right expectations for the design.
* Designed Workflow rules, Visual force pages and using Apex Code created triggers and classes.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Created Validation Rules, workflow rules, time triggered tasks, email alerts, filed updates to implement business logic.
* Establish, Maintain & enhance security, using profiles and role hierarchy.
* Develop workflow rules, approvals, and validation rules to keep data clean
* Created Batch Scheduler to be scheduled at specific time and also run the process on demand to meet the business requirement.
* Created Sharing rules and Permission sets for user groups to share the records.
* Implemented security and sharing rules at object, field, and record level and created roles for Support agents and managers. Created various profiles and configured permissions for the business users according to the organizational hierarchy.
* Defining and creating custom reports- using function analysis to determine which fields are necessary for various level reporting- assisting managers better utilize SFDC as a sales and efficiency tool.
* Review business processes with companies to implement best practices from marketing through customer retention

# Project # 2

|  |  |
| --- | --- |
| Client | P&G |
| Project | ACCURA |
| Software/Platform used | Salesforce, Force.com , Eclipse neon.2 |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2, LIGHTNING AURA COMPONENT |
| Period | Jan 2015 – Sep 2017 |
| Role | Design, Development & support |
| Team Size | 20 |

***Project Overview:***

ACCURA is an innovative management solution for gas cylinders that is based on the Salesforce cloud individually developed for implementing Linde’s ACCURA requirements.

ACCURA is an easy-to-use, secure, cloud-based service that equips our customers with the tools and insights they need to track and manage cylinders at your facilities. This inventory intelligence allows them to improve control over your gas cylinders, optimise holdings, reduce wasted gas, enhance safety and ensure traceability. All of which translates into time, cost and quality gains for our customer’s business.

All our cylinders come with a barcode, which contains detailed information about the cylinder’s contents, history, etc. Through our proprietary Individual Cylinder Control (ICC) system, we can track and record this information throughout our entire supply chain. Now, ACCURA is sharing this information with customers via the Internet.

Every time we deliver a new cylinder, exchange an existing one or accept a return cylinder, this movement is recorded and uploaded to the ACCURA cloud. Similarly, customers can track internal cylinder movements using a special smartphone app (which can read cylinder barcodes using the phone’s camera). This information is also automatically uploaded to the ACCURA cloud.

This means that customers always have access to the latest, most accurate cylinder information. They can view or download it using their smart phone app or a regular web browser. In addition, a powerful reporting suite allows customers to turn this information into actionable insights. Customers can use ACCURA reports to count and optimize holdings, track movement history, find “lost” cylinders, analyses usage and rotation patterns to see what assets are not moving as quickly as they should, place follow-up orders if stocks are running low and replace cylinders close to expiry dates.

***Responsibilities Held:***

* Designed Workflow rules, Visualforce pages and using Apex Code created triggers and classes.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Created Validation Rules, workflow rules, time triggered tasks, email alerts, filed updates to implement business logic.
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# Project # 3

|  |  |
| --- | --- |
| Client | P&G |
| Project | Custom Service Desk,Incidentmanagement,change management, Problem managementand implementation. |
| Role | Designed and development of custom service desk , change and Incident management work flow as per client workflow process using Servicenow scripting language |
| Team Size | 6 |

***Project Overview:***

This project involves designing and customizing and development of service desk/Interaction management as per the requirement globally. P&Ghas customized requirement for interaction and Incident management, problem management ,change management functionality with having different features in the different region. So designing the functionality catering all the customized requirement of different region as per the ITIL process standard is a challenge .So this project involve understanding the requirement of the business in different regions and implement the functionality on OOTB Version by following the ITIL standard .

***Responsibilities Held:***

• Gathering the requirement of the customer.

• Analyzing the requirements.

• Designing the system as per the process.

• Performing Defect fixes and customizations to work properly with existing configurations

# Project # 4

|  |  |
| --- | --- |
| Client | P&G |
| Project | Business project |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2, LIGHTNING WEB COMPONENTLIGHTNING WEB COMPONENT |
| Period | July 2016 – Nov 2017 |
| Role | Design, Development & support |
| Team Size | 15 |

***Project Overview:***

I have been working multiple projects and based on our internal business requirement developed the app’s. I would like to highlight few areas where I have worked extensively as bellow: -

***Responsibilities Held:***

* Gathered requirements and prepared requirement documents and technical design documents to meet the business rules.
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* Review business processes with companies to implement best practices from marketing through customer retention

# project # 5

|  |  |
| --- | --- |
| Client | P&G |
| Project | Business project |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | November 2015 – Feb 2017 |
| Role | Design, Development & support |
| Team Size | 7 |

*Project Overview:*

Project is related to development of a recruitment application for P&G. The application is related to starting from the uploading the CV till the selection process is completed and providing the offer.

# project # 6

|  |  |
| --- | --- |
| Client | P&G |
| Project | payroll system |
| Hardware | Pentium based PC, 4GB RAM |
| Operating System | Windows 7 Professional. |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2, LIGHTNING AURA COMPONENT |
| Period | November 2015 – Feb 2016 |
| Role | Design, Development & support |
| Team Size | 5 |

*Project Overview:-*

project is related to the payroll system of Procter & Gamble employees.It includes association of the employee to the payroll system of the company when the employee joins the company,salary revision, incrementpost changes etc...

# Project # 7

|  |  |
| --- | --- |
| Client | P&G |
| Project | Business project |
| Hardware | Pentium based PC, 4GB RAM |
| Operating System | Windows 7 Professional. |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visual force, SOQL, SOSL, Eclipse LUNA 4.4.2, LIGHTNING AURA COMPONENT |
| Period | November 2015 – Feb 2016 |
| Role | Design, Development & support |
| Team Size | 10 |

*Project Overview:-*

Warehouse management is very critical and important project as the client is concern .the production, purchase and are determined by warehouse management application

# Projects Executed in Linde ,Taratala , Kolkata:

# Project # 8

|  |  |
| --- | --- |
| Client | Linde Group |
| Project | ESL |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | March 2015 – June 2015 |
| Role | Design, Development & support |
| Team Size | 7 |

*Project Overview:-*

The application developed to track the hardware/software/network devices inventory. This application is also used to track the teams which are supporting the hardware, software & the upgradation details of hardware/software systems.

# Project # 9

|  |  |
| --- | --- |
| Client | Linde Group |
| Project | Catalog management System |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | July 2014 – Feb 2015 |
| Role | Design, Development & support |
| Team Size | 3 |

*Project Overview:-*

When a new employee joins the company he/she needs to go through a process which include providing the laptop and accessory,new user id .

# Project # 10

|  |  |
| --- | --- |
| Client | Linde Group |
| Project | LiMA Client & Web |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | December 2013 – June 2014 |
| Role | Design, Development & support |
| Team Size | 7 |

***Project Overview:***

The LiMA system is based on handheld computers which are used for registering deliveries, collections, Plant and Customer inventories and handling of delivery routes (a group of deliveries comprising a trip). The handheld computers identify the cylinders by scanning barcodes or by entering the product code and quantity. If a barcode is damaged, the user can enter the cylinder’s serial number (i.e. the barcode number) manually.

The LiMA system also includes a server that handles communication with the handheld and the backend systems (usually SAP). In addition, there is functionality in the server to configure and maintain the system. It is highly configurable and has the ability to be used in many different ways depending on the configuration settings.

The architecture is web based, with web servers used as communication servers. This is mainly for the server system where it gives a much more centralised system and the possibility to connect the handheld computers in different ways e.g. WLAN, GSM, etc. All transactions for all plants (Linde sites/depots, G&G, agents, sales points) are sent to one (or more) servers where the configuration information for the handhelds is also located.

The transactions that are transferred from the handheld computers to the LiMA web server are of the format Extensible Markup Language (XML). LiMA uses Web Services for transferring data to and from the backend systems. LiMA exposes one single Web Service interface, which has the ability to be transformed with an integration engine to fit different types of backend systems. Typically the SAP XI integration engine is used for integrating to the different Linde SAP templates.

***Responsibilities Held:***

* Prepare cab installer package for Denso handled and deploy.
* Adapting the LiMA client application for new Denso BHT-1100 / 1200 devices.
* Porting the LiMA Client application from WinCE 6.0 to Visual Studio 2008 Smart Device.
* Understanding of the software requirement.
* Preparing documents using Use case diagram
* Providing the feedback on the issues/concerns.
* Implementation and testing of the different modules, classes.

# Project # 11

|  |  |
| --- | --- |
| Client | Linde Group |
| Project | TCPM |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | June 2012 – November 2013 |
| Role | Design, Development & support |
| Team Size | 7 |

***Project Overview:***

This web tool to control, monitor and support Tonnage, Bulk and Piggyback business. By combining the general contract information, the industrial gas supply, financial performance figures and strategies and actions it. This web tool is a dashboard to monitor, control and facility commercialisation of standalone and piggyback bulk investments.

***Responsibilities Held:***

* Understanding of the software requirement.
* Analysis of the requirement and design of the modules.
* Preparing documents using Use case, Class, functional & technical specification.
* Providing the feedback on the issues/concerns.
* Implementation and testing of the different modules, classes.
* Preparing test cases and performing developer testing.
* Managing database and handling data migrating scripts
* Coordinating with the team.

# Project # 12

|  |  |
| --- | --- |
| Client | Linde Group |
| Project | TCPM |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | June 2012 – November 2013 |
| Role | Design, Development & support |
| Team Size | 7 |

# Project # 13

|  |  |
| --- | --- |
| Client | Linde Group |
| Project | Mobile based cylinder tracking system. |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | March 2011 - May 2012 |
| Role | Developer |
| Team Size | 10 |

*Project Overview:-*

when a cylinder comes into the cylinder management process of the company the new cylinder tracking is required to every location the cylinder is delivered so that the same don’t lose the track.

# Project # 14

|  |  |
| --- | --- |
| Client | Linde Group |
| Project | Mobile based cylinder distribution system. Point of delivery |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | Jan 2010 - Feb 2011 |
| Role | Developer |
| Team Size | 10 |

*Project Overview:-*

When a cylinder is delivered to a client it is required that the client should accept the delivery in the handheld so that receipt is generated afterward and sent to the customer.

# Project # 15

|  |  |
| --- | --- |
| Client | Linde Group |
| Project | Mobile based Recipe management system |
| Software/Platform used | Salesforce, Force.com |
| Configuration Management | GIT, JIRA, Scrum Agile Methodology |
| Language / Tools used | APEX, Visualforce, SOQL, SOSL, Eclipse LUNA 4.4.2 |
| Period | July2010 - Feb 2011 |
| Role | Developer |
| Team Size | 10 |

*Project Overview:-*

When a gas is filled to the cylinder some other gases are also mixed before poring the main gas.Thisis called recipes are stored in the database .So the application is to get the right recipes when the gas is filled in the cylinders.

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