

**PRAMITI CHAKRABORTY**

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Over 8 years of application development experience including last 5 years in the Salesforce.com Platform. Currently working as Salesforce Developer role for salesforce implementations. Seeking a challenging position to help lead development efforts within a salesforce environment and 3 years of experience in Java Developer.

# Technical Summary

* Extensive qualifications in all phases of Software Development Life Cycle (SDLC) Methodologies like Agile, Scrum, Waterfall and work accordingly to improve processes, systems, and methodologies.
* Experience in Administration, Implementation, coding, Design, support, and Configuration experience with Force.com platform.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Process Builder, Reports, Dashboards, Actions, Tasks and Events.
* Extensive hands on administrative tasks like designing of custom objects, custom fields, email services, lookup and master detail relationships.
* Worked on different clouds such as Sales cloud, Service Cloud, Marketing Cloud with Call Center Employees on the service cloud, and supported Sales users on their sales cloud.
* Extensive experience in developing Apex Triggers, Apex Classes, Test classes and Visual Force pages employing standard and custom controllers, SOQL and SOSL queries as per the client and application requirements.
* Worked on Continuous Integration/ Continuous Delivery for pipelining the process.
* Created Web Services for handling requests and API based applications using REST, SOAP.
* Experienced in Web technologies like HTML, Bootstrap, CSS, and Java Script.
* Proficiency in the complete life cycle of project development (SDLC) which includes System analysis, Design, Development, Deployment, Testing and excellent configuration skills.
* Experience in creating Lightning Components in Aura, Lightning Web Components and used Lightning Design System to convert existing Visualforce pages to lightning components.
* Used Jira for project management and bug tracking, Subversion for source code control, and Jenkins for deployment and continuous integration.
* Good experience in developing Salesforce Lightning Apps, Lightning Web Components, Controllers and Events.
* Prepared unit test cases using apex test classes and to fulfill the 75% of test cases for the development in Salesforce.
* Worked on Apttus CPQ Steel Brick product setup, pricing setup and integration with Salesforce objects to bring existing custom functionality in parity. I also worked on DocuSign for Quote approvals.
* Integrated Apttus CPQ, Steel Brick and CLM applications and automating processes on salesforce platform.
* Good experience in GUI development using Visual Studio code.
* Experience in command-line interface (CLI) environment in salesforce.com.
* Good Experience in version controls GIT, Bit Bucket.

# Technical Skills

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| Salesforce Technologies | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web services, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process. |
| Salesforce Tools | Force.com IDE (Eclipse), AJAX Tool Kit, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform |
| ETL Tools | Data Loader, Salesforce-to-Salesforce, Apex- Explorer, Informatica. |
| Languages | Apex, C/C++, Java, HTML, XML, CSS, AJAX. |
| Database | SQL Server 2008, Oracle, MySQL. |
| Web | HTML, XML, CSS, JSP, JavaScript, WSDL, SOAP. |
| Tools | MS Office, MS Excel, Eclipse IDE. |
| Web Servers | IBM WebSphere 4.x/5.x, Apache Web Server, Tomcat 6.x |

# Certification

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer - 1

# Education

**Bachelor of Technology.**

West Bengal University of Technology (2014)

# Work Experience

## Sr. Salesforce Developer

Assurant, Atlanta Ga

June 2020 to present.

* Developed component using Lightning Aura Framework.
* Designed and customized visual force pages using controller extensions, custom controllers and standard controllers.
* Worked on Service Console Lightning application which contains multiple number of Lightning web components (LWC).
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Migrating existing Aura Components and Visual force page to lightning web components (LWC) to improve application performance by following web standards, custom elements, templates.
* Code & customize Salesforce application using Apex, Visualforce, Lightning Components, Lightning Web Components, Triggers, Workflows, Validation Rules, Custom Objects to meet business requirements
* Configure security to grant/limit access to users (Sharing Settings, Profiles, Permission sets)
* Code review for best practices and to avoid potential errors
* Work with business users to understand requirements
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Experience with APPTUS CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Experience in configuring price quote (CPQ) with Apttus.
* Design tech solution and lead team to implement/develop applications
* Work with integration team to develop web services to exchange data between Salesforce and external systems
* Worked with Jira for agile development
* **Environment**: Salesforce.com Platform, Apex Language, Lightning, Data Loader, Apttus CPQ, Sales Cloud, Service Cloud, HTML, Java Script, CPQ, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOAP/REST API, Sandbox data loading, CTI, Eclipse IDE Plug-in.

**Salesforce Developer**

Tableau, Seattle, USA.

Oct 2018 to May 2020

* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning web component look and feel better.
* Built customized Lightning web components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Configure security to grant/limit access to users (Sharing Settings, Profiles, Permission sets)
* Code review for best practices and to avoid potential errors
* Work with business users to understand requirements
* I configured product and pricing setup using CPQ/Product consoles, which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing, and asset pricing.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Created CPQ process using Apptus CPQ and CL AppExchange tool in Quote.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications Design tech solution and lead team to implement/develop applications
* Work with integration team to develop web services to exchange data between Salesforce and external systems like SAP/BizTalk/etc.
* Worked with Jira/BitBucket for agile development and source control management
* **Environment**: Saleforce.com platform, Lighting, LWC, Sales Cloud, Service Cloud, Apptus CPQ, SOQL & SOSL, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Apex language, Visual Force, BitBucket, Jira,

## Salesforce Application Admin / Developer

Alliance Tek - Mumbai | India

Jan 2017 to Sep 2018

* Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development.
* Developed Apex classes, Utility classes to use them for multiple functionalities.
* Designed, developed, test and deployed custom Salesforce applications software using APEX.
* Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects
* Setting up & customizing Service cloud console.
* Developing custom console components and integrating with console.
* Configuring Assignment rules & escalation rules for cases.
* Development &consumed SOAP and REST based web services.
* Created workflow rules, process builders, lightning flows to related tasks, time-triggered tasks, email alerts, and filed updates to implement business requirements.
* Involved in integration of Live Agent API and custom Email Services
* SFDC Integration using Web service and Apex programming, Salesforce Service Cloud enterprise.
* Experience using version control system - SVN for managing source code.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Developed Apex Test Classes with assurance of maximum code coverage.
* Involved in Lightning Sync Outlook Integration with Salesforce in order to Sync Contacts and Events from Outlook.
* Development of Python APIs to dump the array structures in the Processor at the failure point for debugging.
* Worked on upgrading Salesforce classic application into Lightning application.
* Deployed the Metadata from the Dev Sandbox to the test Sandbox with ANT migration tool.
* Designed Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Using Java application integrated Salesforce by using SOAP, WSDL and BULK API to retrieve data for different objects, get record count, and generate queries.
* Developed Lightning components and Lightning pages using JavaScript and Aura framework.
* Involved in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specifications.
* Worked on data migration of objects like Account, contact, lead, attachments and custom objects from source SFDC to Target SFDC, used data loader and file exporter tools.
* Worked on integrating the existing system with external systems using WSDL, SOAP, and REST API.
* Implemented Salesforce web services like SOAP and REST API, Java, XML.
* Migration of legacy call-entry application to Salesforce Service Cloud
* Migration of legacy distributor system to a global Salesforce Service Cloud
* Worked with Integration and web services. Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.
* Integrated web services by generating the necessary stubs from the WSDL files for extracting the data from the other systems.
* Used third party tool - File exporter for migrating Documents, Attachments objects.
* **Environment**: Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Workbench, HTML, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, SOQL, SQL Developer, SQL Plus, Microsoft SQL Server management Studio.

## Software Engineer

7Edge – Mumbai | India.

Jan 2014 to Dec 2016

* Struts framework is used for building Front-End.
* Utilized various enter Design patterns to develop Business modules based on required functionality.
* Developed view and controller components.
* Interacted with business analysts and other end users to resolve user requirements issues.
* Developed user interface (view component of MVC architecture) with JSP, Struts Custom Tag libraries, HTML5 and JavaScript.
* Extensively used JQuery in web based applications.
* Developed controller component with Servlets and action classes.
* Business Components are developed (model components) using Enterprise Java Beans (EJB).
* Experience in using Ext JS for presentation tier and developer screens of application.
* Developed Session Façade with Stateless Session bean to provide uniform coarse-grained service access layer to clients.
* JavaScript is used for client side validation and to control some dynamic data.
* Extensively worked with Oracle Application servers, Apache Tomcat, JBoss 4.2.3.
* Used MAVEN scripts to fetch, build, and deploy application to development environment.
* Wrote SQL queries and PL/SQL procedures for JDBC.
* Prepared REST and SOAP based service calls depending on data passing to web service.
* Clear Case is used for version control.
* Used MQ series to create, send, receive and read messages.
* Used software development methodologies such as waterfall.
* Used Eclipse as Integrated Development Environment (IDE).
* Prepared technical and Java API documentation.