

## RESUME

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## CERTIFICATIONS:

EDUCATION :

Title of the Degree with Branch	College/University	Year of Passing
Bachelor of Technology in Computer Science and Engineering	West Bengal University of Technology	2013
XII (Higher Secondary Examination)	(West Bengal Council of Higher Secondary Education)	2009
X (Indian Certificate of Secondary Education)	Council for the Indian School Certification Examinations (School- St. Xavier's School)	2007

TECHNICAL SKILLS:

<b>Platform Technologies Worked on</b>	<b>Salesforce</b> – Apex (classes and web services), Visualforce pages, Process Builder, Workflow Rules, Sales Cloud, Service Cloud, Salesforce APIs, SOQL  <b>Vlocity</b> – Vlocity Architecture, Vlocity Layouts and Cards, Omniscripts, DataRaptors, Integration procedures, Vlocity Templates, CPQ
<b>Hardware</b>	Windows PC
<b>Operating System</b>	Windows 10
<b>Programming Languages</b>	Salesforce(Apex), AngularJS, Java, HTML, XML
<b>Databases &amp; Tools</b>	RDBMS, SQL
<b>Other Utilities</b>	Eclipse, GitHub, Sourcetree, Jenkins
<b>Tools/technologies / framework</b>	Agile Methodology, SOA

**SFDC CERTIFICATIONS:**

1. Salesforce Certified Administrator
2. Salesforce Certified Platform Developer I
3. Salesforce Certified Sales Cloud Consultant
4. Vlocity Certified Platform Developer (Digital Interaction)

**SUMMARY:**

- Total **7 years** of experience in IT Industry and over **4+ years** in **Salesforce CRM** involving various phase of design, development and implementation of SFDC.
- Hands on experience in analysis and design of customer requirements across various projects.
- Implementation of Objects, Custom Apps, Page Layouts, Tabs, Validation Rules, Reports, Sharing Rules, Profile permission and Change-sets.
- Exposure to **Agile methodology**.
- Expertise in **Apex Classes** and **Visual force pages**.
- Development using Visual force, Apex, Triggers and JavaScript.
- Involved in complete SDLC including analysis, design, development, testing and implementation of application software in the Client/Server and web based environments.
- Working in **Vlocity AppExchange** product to implement solutions in the current engagement.
- Extensive experience in design and development of web based applications using Salesforce.com
- A team player with good communication skills and ability to learn and deliver in quick time.
- Experience in Insurance & Financial Services, Telecommunication, Energy-Utilities and Travel & Hospitality domain.
- Experience in Vlocity Cards, Layouts, Actions, DataRaptors and Omniscripts.
- Extensive experience and played an implemental role in completing several successful RFPs (Request for proposal) for bringing in new business & clients for the organization.
- Conducted Salesforce and Vlocity training for new joiners and groomed existing associates on Salesforce learning and development.
- Currently working as Offshore SFDC Lead for the respective project and have successfully delivered multiple end to end implementations.

**EMPLOYMENT HISTORY:**

Name of the Company	Current Designation	From	To	Duration (Years)
Cognizant Technology Solutions	Senior Developer	August 2013	Till Date	7 years

**WORK EXPERIENCE:****PROJECT PROFILE:**

<b>Duration</b>	April 2016 – Till Date
<b>Location</b>	Kolkata
<b>Operating Systems</b>	Windows 10
<b>Programming Languages</b>	Apex, AngularJS
<b>Tools/technologies / framework</b>	Vlocity AppExchange Package, Agile model

**PROJECT DESCRIPTION:**

Customer Call Center implementation for new Line of Businesses including servicing of different types of Coverages, Claims and Caller details with Salesforce Configuration & Customization along with using Vlocity AppExchange Omni channel Solutions.

The application has been built on Sales and Service Cloud platforms.

**CLIENT DESCRIPTION:**

Client is among the largest global providers of insurance, annuities, and employee benefit programs. The corporation is organized into five segments: Insurance Products, Retirement Products, the US Business (including Auto & Home and Corporate Benefit Funding) and International.

**ROLES AND RESPONSIBILITIES IN THE PROJECT:**

- **Configuration in Salesforce** - Create Page Layouts, Record types, Reports, Custom settings, Custom Metadata types as part of requirement implementations.
- **Customization in Salesforce** - Working on different aspects on customization in Salesforce like creating Apex classes, Visual force pages, controllers, modifying UI using JavaScript and jQuery.
- **Vlocity implementation** – Creation of Vlocity components – both OOB and modification using Angular JS.
- **Integration of Salesforce with external systems** – Implementing SOAP integration using WSDL and parsing response XML to show the desired results in Salesforce UI. Implementing REST callouts to fetch data from external services.
- **Requirement Analysis** - Understanding the client requirements, determining feasibility and analyzing impact of the enhancements.
- **Design** – Understanding client requirements and preparing design documents to serve as a guideline for Development phase.
- **Development & Deployment** - Responsible for development and end-to-end testing of the functionalities and coordinating with various teams to resolve any road block. Responsible for performing peer review activities. Responsible for deployment to Production using Change Set.
- **Client Handling** – Point of contact from Offshore in all client communication, involved in the Daily Client calls, Project demo sessions, code review session and project architecture discussion with Client architect
- **Cross Partner (Team) communication** - Actively participated in the daily Defect triage call with the Testing (QA) partners. Also, worked with Service layer team for the solution preparation.

**TECHNOLOGIES USED IN THIS PROJECT AND THE EXPERIENCE IN USING THEM:**

- **Apex and VF (Salesforce)** - Apex was used as object-oriented programming language that allowed us to execute flow and transaction control statements on Salesforce servers in conjunction with calls to the API. The syntax used in Apex is similar to Java and acts like database stored procedures, Apex enables developers to add business logic to most system events, including button clicks, related record updates, and Visualforce pages. Visualforce pages were created by composing components, HTML, and optional styling elements on the Force.com platform. Just like HTML, Visualforce can integrate with any standard web technology or JavaScript framework to allow for a more animated and rich user interface. Each page is then accessible by a unique URL. When someone accesses a page, the server renders the page.
- **AngularJS** – The logic implemented in the Vlocity Cards and Layouts is based on the AngularJS 1.2. Therefore, all the conditional logic based on which the UI is displayed in HTML, runs on AngularJS 1.2.
- **Vlocity Solutions (AppExchange product)** – Use of Vlocity Omni channel solutions including Vlocity Layout, Cards, Templates customization (using Angular JS), Omniscripts, Actions, DataRaptors, DataPack, Vlocity Build, Vlocity Open Interface, Vlocity Action , Vlocity Integration Procedure.

**DURATION OF THE PROJECT:** 50 Months

**PROJECT PROFILE:**

<b>Duration</b>	December 2013 – March 2016
<b>Location</b>	Kolkata
<b>Operating Systems</b>	Windows 7,8,10
<b>Programming Languages</b>	SAG WebMethods, RedHat JBPM, Drools

**PROJECT DESCRIPTION:**

Client requires a scalable platform that is capable of accommodating continuous modifications in ever changing business rules that vary across multiple SAS vendors and networks. This requirement is fulfilled using technologies such as SAG WebMethods, JBPM, BRMS (Drools) BPM processes.

**CLIENT DESCRIPTION:**

Client is one of the largest owners and operators of apartment communities in the United States.

**ROLES AND RESPONSIBILITIES IN THE PROJECT:**

- **Requirement Analysis** - Understanding the client requirements, determining feasibility and analyzing impact of the enhancements.
- **Design** – Preparing functional design document based on the requirement received from business team.
- **Change Requests** – Analyzing Change Requests and preparing Impact Analysis document.

- **Enhancements** - Provided Production Application strengthening of Integration platform, which has 325 services available, 145 business processes, 349 business rules, 181 transformations and 792 domain objects.
- **Build** – Key player in Development of 42% of the Interfaces into new Jboss BPM 6 Platform from WebMethods 7.1. Designed, developed and delivered eight (8) critical Interfaces for Client. Successfully delivered several enhancements and production support items on critical Integration processes/flows for the Customer.
- **Continuous Process Improvement** - Provided patches to stabilize the migrated interfaces in the JBoss Middleware suite. Several process improvements ideas (CSI) proposed and implemented which has significantly reduced Operational risks for Client.
- **Unit Testing & Peer review** – Preparing Unit Testing document for own development and performing peer review for development by teammates.
- **Defect Fix** – Coordinating with QA Team and fixing any defect if needed.

#### **TECHNOLOGIES USED IN THIS PROJECT AND THE EXPERIENCE IN USING THEM:**

- **SAG WebMethods, JBPM, and Drools** - Development of 42% of the Interfaces into new Jboss BPM 6 Platform from WebMethods 7.1. Designed, developed and delivered eight (8) critical Interfaces for Client. Delivery of several enhancements and production support items on critical Integration processes/flows for the Customer. Production Application strengthening of Integration platform, which has 325 services available, 145 business processes, 349 business rules, 181 transformations and 792 domain objects.

#### **DURATION OF THE PROJECT:** 28 months

#### **ACHIEVEMENTS, APPRECIATION & AWARDS:**

- Awarded Q1 2015 Home run award (individual) by Client.
- Awarded Associate of the Quarter by Organization twice Q4 2014 and Q2 2015.
- Awarded Travel & Hospitality Icon of the Quarter twice for Q3 2015 and Q1 2016.
- Awarded Team Collaborator and Innovator awards from Salesforce practice.
- Several appreciations from Customer, Business Leaders and Onsite counterparts for proactive approach towards project development & implementation.
- Completed L3, L4 certifications on Domain Knowledge.