**RESUME:**

**Dhriti Sundar Sikdar**

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**Career Objective:**

Passionate **\*\*Salesforce Developer\*\* Trailhead RANGER**, who believes, a coder who creates good and clean code is an artist in programming genre.

A quick learner, an efficient communicator, and a team player, whose interests lies in solving problems of scalability and optimization with the help of efficient and intelligent algorithms and by best use of available data structures and technology.

**Accomplishments: -**

I have been awarded with **service delivery excellence award** at **Infosys** due to outstanding performance (**client Verizon**).

Became highest individual contributor (**KB Articles**) in ECAS department at **Infosys**

Got involved in Client project and acquired good knowledge on full functional flow in **Lead to Contract Development** where due to my huge dependency I was the single point of contact gaining Client trust for their business expansion plans. (**client Tereos**)

**Experience:**

**Company: Infosys**

**Role: Systems Engineer**

**Client: Verizon**

**Team Size: 4**

**Duration: May 2019 – July 2020**

**Responsibility:**

* Working on Salesforce VLocity Platform with Angular JS, HTML 5 and CSS 3 templates.
* Integrated Salesforce to platforms like GitHub, Jira and Jenkins etc.
* Creating Custom Applications, Objects, Fields, Records, Page layouts.
* Customization in templates and Omni scripts for User Interface.
* Implemented a new Cloud Jira from procurement to Production.
* Mentored new team members to get them accustomed to Salesforce culture and values.
* Joining team meetings and leadership calls for process improvement including pitching new ideas.
* Creating KB articles and process documents.
* Understanding the requirements from a client for developments and enhancements.
* Gathering and finalizing the requirements.
* Configured user roles, permission set and profiles as per business requirement.
* Created Workflows, Process builder and Validation rules.
* Created Triggers, Visual force pages, Apex Classes.
* Created Batch Classes, Scheduled Classes.
* Experience on Test Classes for code coverage.
* Writing queries using SOQL and SOSL.

**Company: Infosys**

**Role: Systems Engineer**

**Client: Tereos**

**Team Size: 4**

**Duration: January 2021 – Till Present**

**Responsibility:**

* Implemented Salesforce Development Cycle covering **Sales Cloud, Data Loader etc.**
* Worked extensively on Salesforce.com standard objects like **Accounts (Person and Business), Contacts, Opportunities, Product, Pricebook etc.**
* Involved in administering, configuring, maintaining Salesforce.com application user **Profiles, Roles, Permission Sets, generating security tokens, Validation Rule, Work Flows, Process Builder, Flow Builder etc.**
* Created workflow rules and defined **related tasks, time triggered tasks, email alerts, field updates**to implement business logic.
* Defined **lookup and master-detail relationships**on the objects and created junction objects to establish connectivity among objects.
* Analyze business requirements, procedures, and problems and then apply sound technological concepts and provide logical solutions to each (i.e. identify, recommend and resolve)
* Developed and maintained custom **Reports and Dashboards**.

**Environment:**

**Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, SFDC Admin/Developer.**

**Educational Qualification:**

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| --- | --- | --- | --- |
| **Course**  B.Tech  12th(ICSE)  10th(ICSE) | **College/Universities**  Gandhi Institute for Technological  Advancement,Bhubaneswar  Kerala Public School,Jamshedpur  Kerala Public School,Jamshedpur | **Year**  2015-19  2015  2013 | **Aggregate Percentage/CGPA**  7.58  78.2  83 |

**Skills:**

* Experience in effectively handling multiple projects.
* Working in Salesforce Implementation, Development, Administration,
* Company Setup, High level of Customization, Configuration, Permissions
* & Sharing rules.
* Creating Custom Applications, Objects, Fields, Records, Page layouts,
* Email Templates, Lightning Record Pages, Validation Rules.
* Implementing Automation using Approval process, workflows, process
* builders, flows
* Visualforce page, Apex Triggers, Lightning Components, Test Classes,
* Deployment using ANT/workbench/change set
* Data Migration & Creating Reports and Dashboards.
* Rest API, SOAP API

**Declaration:**

I Hereby Declare, that all the above given Information are True to the Best of my knowledge.

Place: Hyderabad

Dhriti Sundar Sikdar