



Bikash Dutta

Contact No: **+91-9886697016**

Email id: **bikash.d1102@gmail.com**

Experience

Software Development Analyst

I am a Salesforce.com developer, having an experience of 4.9 years. My aim is to utilize my knowledge and expertise for the growth of the organization that I would work with and also keep growing as an individual through the learning process.

Project: AstraZeneca

- This was my first project and joined as an associate in the project and learned the CRM managements.
- Worked on various configuration related development on the Salesforce.com technology.
- Worked on features like Profiles, Permission Sets, Page Layouts, Record Types, Security settings, User creation, and Public groups.
- Worked closely with client to gather the requirements to develop an efficient product.
- Tools used: JIRA, Data Loader, Workbench.
- Other technology : VEEVA (Used in Pharmaceutical Industry)

Project: TEVA

- Worked as a developer and taken part in requirement gatherings with the client across Europe.
- Build automated processes like Workflow Rule, Process Builders, and Approval Process which are on the configuration side of the Salesforce.com.
- Also worked on the customization side like Trigger, Visualforce pages and controllers.
- Also provided support and maintenance to the project when the development work was over.
- Tools used: JIRA, Service Now, Data Loader, Workbench.
- Deployment Tool: Change Set, DEVOPS

Project: NOVARTIS

- Worked on various business related issues and developed efficient software to fulfill business needs.
- Worked on integration (REST API) to connect to remote system and fetch the required data from the server.
- Developed various triggers to automate business process.
- Developed various Asynchronous Apex functionality like Batch-class, Schedulable-class, Queueable-class and also worked on Future Methods to resolve dynamic business data related requirements.
- Worked on the configuration part like Profile, Permission Set, Page Layout, Record Types, Objects, Fields, Roles, Users, Lookup filters, Custom Setting.
- Worked on Unit testing to test the functionality that I have developed before handing over to the Testing team.
- Created Apex Test class to make the Apex class code coverage up to 100%.
- Also supported the project once the Development was completed.
- Tools used: JIRA, Service Now, Data Loader, Workbench.
- Deployment Tool: Change Set, DEVOPS.
- Testing Tool : PROTON
- Other technology : VEEVA (Used in Pharmaceutical Industry)

Project: ASTELLAS

- Worked closely with the Business Analyst to develop an efficient system for the clients.
- Developed various requirements using the customization feature of salesforce like Triggers, Visualforce pages, Controllers, FieldSets, Apex classes, Batch classes, Future Methods.
- Created Apex Test classes as per salesforce criteria to make the code coverage of the original class above 75%.
- Worked on Integration like REST and SOAP APIs and Web Services.
- Written test classes for both REST and SOAP Callouts and Web Services.
- Worked on configuration like Validation Rule, Workflow Rule, Process Builders, Approval Process, Custom Objects and Fields, Page Layouts, Record Types, Related Lists, VisualForce Section in the Page Layout, Custom Setting and Field Set.
- Created multilingual architecture system using "Custom Labels" and "Translation Workbench" functionality of Salesforce.
- During the last phase of the project worked single handedly to deploy the project into Production org.
- Tools used: JIRA, Data Loader, Workbench.
- Deployment Tool: Change Set.

Skills

- Good understanding of the CRM processes. Business knowledge of Sales cloud.
- Proficient in writing clean, solid, readable code.
- Proven ability to deliver high-quality, reliable code implemented on schedule.

- Time management, ability to multitask, and propensity to handle urgent interrupts with poise and professionalism.
- Good knowledge of Apex, JavaScript, HTML, CSS, JSON.
- Capable of writing and debugging efficient SOQL queries of standard and custom objects, and able to understand and develop for complex data models.
- Excellent problem solving and troubleshooting skills, with a solid customer-service orientation.
- Strong verbal and written communication skills including the ability to share ideas both with the business and internal IT teams.
- Ability to maintain a detail oriented approach while multitasking in a fast paced environment.
- Other Technology: VEEVA CRM (Life Science & Pharmaceuticals)
- Basic knowledge of **Lightning “LWC”**.

Education

RV College of Engineering

MCA (Master of Computer Application)

Awards And Certifications

- **Salesforce Certified Force.com Developer - I**, Completed: March, 2017.
- **Salesforce Certified Administrator**, Completed : April, 2018
- Awarded Recognition Points and Appreciation mails several times by supervisors and Clients.
- Single handedly deployed my project into production because my entire team was at home due to the lockdown.