**DEBAJYOTI CHANDA**

Salesforce Developer

**PROFESSIONAL SUMMARY**

* 5.8 years IT experience in banking & manufacturing domains with CRM and BPM projects (Agile, Waterfall) in application development, administration and team lead roles.
* Salesforce Certified with around 3 years experience in implementation, administration, development and integration of orgs in multiple Salesforce projects. Skilled in app configuration, customization, security access, process automation, analytics, data management, trained 50+ customers on Salesforce functionality and AppExchange apps



**WORK EXPERIENCE**

**Salesforce Consultant**

[**Tata Metaliks**](http://www.tcs.com) **Limited May 2020 – Present**

Project:- Manufacturing || User base:- 100 (India) || Team Strength:- 2

**Roles & Responsibilities:**

* Acting as a SFDC liaison between project and business teams to implement custom applications in Sales cloud for a user base of around 100
* In charge of designing functional and technical specifications such as API, mapping and business requirement documents in SAP-SFDC integration
* Single point of contact to oversee administration support activities like user and SSO set-up, objects, record access, data migration, reports and dashboards
* Leveraged visualforce and lightning components, apex classes and triggers for custom code development and deployment

**Salesforce Developer and Administrator**

[**Wipro Technologies**](http://www.tcs.com) **May 2018 – Sept 2019**

Project:- Banking & Finance || User base:- 2500 (India) || Team Strength:- 6

**Roles & Responsibilities:**

* Managed a team of 4 to implement, deploy and support 2 custom applications in Service cloud using Visualforce pages, apex classes, triggers and lightning components and AppExchange apps used by 2500 users
* Authored and scheduled batch apex using bulk API to handle asynchronous operations of bulk data over 50000 transactions
* Leveraged REST and SOAP APIs to handle 20000 API requests and web services in the integration between Salesforce and external applications
* Customized Live Agent and configured Cases and Solutions objects for 2500 users to replace existing MS Outlook email query requests with interactive chat collaboration and improved issue tracking
* Tested and deployed 40+ application components using Devops tool
* Developed dashboards and created 10+ scheduled custom report types

across Credit, IT and Legal departments

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**SKILLS**

**TECHNICAL:**

* **CRM:** Salesforce
* **BPM:** Opentext Cordys PS16.1
* **Force.com Technologies:**

Apex, Visualforce, Lightning components, SOQL, triggers, workflows, Process builders, Reports & Dashboards, Data Loader and Data Import Wizard, Chatter

* **Web Technologies:** HTML, CSS, Javascript, XML, XSLT, WSDL, SOAP, REST API, web services
* **IDE:** Force.com, Eclipse, VS
* **Tools:** SOAPUI, XMLSpy, MySQL, Oracle 11g, PL/SQL 7.1.5, HP ESM, AppDynamics, Jira
* **Programming Languages:** Java, Apex

* **OS:** Windows 2012 R2 64-bit server

**FUNCTIONAL:**

Team management, contract management, resource allocation, technical documentation, training, requirements gathering, business analysis

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| * Administered an maintained SFDC implementations for 60+ user licenses
* Involved in data migration and backup activities using Data Import Wizard and Apex Data Loader for 50000+ records

**Salesforce Administrator and Developer**[**Tata Consultancy Services Limited**](http://www.tcs.com) **May 2016 – Sept 2017**Project:- Manufacturing || User base:- 2000 (India, UK) || Team Strength:- 4**Roles & Responsibilities:*** Helmed administration of 2 custom applications in Sales and Service clouds used by 2000 users across multiple countries
* Created and customized 4 custom objects including Live Agent set-up and Chatter to streamline order processing and enable collaboration
* Configured and scheduled 8+ custom reports to facilitate data tracking and monitoring of forecast and production orders across departments
* Involved in organization and user setup and security, SSO login creation, profiles, permission assignments, record access and field level security
* Leveraged workflows and process builders to automate data processing
* Trained 30+ business users on Salesforce products and functionality

**Cordys BPM Developer**[**Tata Consultancy Services Limited**](http://www.tcs.com) **Mar 2013 – Apr 2016**Project:- Manufacturing || User base:- 6000 (India, UK) || Team Strength:- 5**Roles & Responsibilities:*** Managed a team of 4 resources to handle and address various user issues (RFC, Incident, RF) as per the proposed client SLA
* Developed interfaces, integrating Salesforce with SAP ERP and multiple legacy applications using SOAP web services
* Created data transformations and mappings using XML, XSLT, Javascript between BPM, legacy, SAP and Salesforce applications
* Designed common business object (CBO) mappings to integrate hybrid applications like SAP, Legacy, BRONER and EDI interfaces (transactions 810 invoice, 850 purchase order, 855 purchase order acknowledgement, 856 advance ship/despatch notice, 997 functional acknowledgement)
* Provided daily resolutions to issues like coding and application log errors, service container and Xform issues, scheduler job irregularities, web service errors and user login issues
* Monitored routine application activities like server utilization, DB connectivity, log files backup, DSO password change, server reboots
* Conducted training sessions of around 2000 users through creation of SOPs on application functionalities

**ACTIVITIES*** Gold medalist in Mumbai South Korean Consul General Cup (National), organized by Kukkiwon, Nov 2017
* Gold medalist in Taekwondo Hanmadang (State) championship held in Kolkata, Apr 2017
* Volunteer at Isha Yoga Foundation, Coimbatore - involved in community welfare and management
 |  | **CERTIFICATION & TRAINING*** **Salesforce Certified Administrator (ADM 201)**
* **Copado Certified Administrator**
* TCS Internal Training on Salesforce Administration and CRM Essentials
* TCS Internal Certification on Enterprise Application Integration (EAI) BPM, XML and XSLT programming concepts

**EDUCATION****Bachelor of Technology 2012**Techno India College of Technology, KolkataElectronics and Instrumentation Engineering, 8.2 GPA |

