**Swapan Deep**

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**Objective**

To Work with an organization that gives scope to enhance knowledge and skills using the latest technologies and to be a part of a team that dynamically works towards the progressive growth of the organization.

**Professional Summary**

* Extensive experience in software analysis, design, development, and maintenance on  
  **Salesforce (6.5 years)** and **Microsoft .Net (10 years)**.
* **1.2** years of experience as salesforce architect.
* Full software development life cycle experience and team management experience.
* Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, SFDX and Azure DEVOPS.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO and metadata API.
* Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Data loader and Import Wizard.
* Experience working with Sales cloud, Service cloud, Experience cloud.
* Extracted the data from salesforce.com application into the external databases like SQL, DB2 for generating large data reports.
* Experience in WCF, REST API, and SOA Frameworks desired.

**Skills**

**Salesforce:**

Process builder, Apex Classes, Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Workflows and Approvals, Data Security, Sales Cloud, Service Cloud, Experience Cloud, Lightning Aura Components, Lightning Web Components (LWC), Salesforce CLI, Integration with AWS, Rest API, SOAP API, MuleSoft.

**.Net Technologies:**

C#, ASP.NET, ADO.NET, ASP.NET MVC, Web Services, WCF, LINQ, Entity Framework, Web API, .Net Core Framework, XUNIT, SSRS

**Cloud Technologies:**

AWS EC2, AWS S3, AWS Redshift, AWS Glue, AWS CloudFront

**Databases:**

MS SQL Server, Oracle 10G, Salesforce SOQL and SOSL.

**Professional Certifications**

* UI Path RPA Developer 1.
* Certified Salesforce Developer 1 from Salesforce.

**Professional Experience**

**GalaxE Solutions (June 2011 – Present)**

**Projects:**

**1. Kroll Business Services (April 2021 – March 2023)**

**Key Technologies:** SFDC: Salesforce Lightning Aura, LWC, Visual force pages, Salesforce CLI, Visual Studio code, Service Cloud, Experience Cloud, Apex Classes, Triggers, Flows, Workflow, Process Builder, AWS S3

**Roles & Responsibilities: Technical Architect cum Lead**

* Involved in the **enterprise architecture** post-merger of Duff and Phelps with Kroll, helping define the **application roadmap**, analyzing **business capabilities** and simplifying **process unification** by leveraging best practices.
* Designed a community portal that helped clients to resolve their HIPPA related cases from 3 days to within few hours.
* Influenced the executives to realize the value and adopt Salesforce **Health cloud**, and popular AppExchange products such as **Copado.**
* Increased agents’ productivity by adopting tools like OMNI Channel.
* Built Application Pages with Controllers and Utility classes to publish them to web to import student data to a custom Object in Salesforce.
* Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Involved in Assignments Rules, Escalation rules, and Auto-Response Rules Configuration and Customization in Case Management.
* Scheduling Apex jobs for processing large records.
* Created various custom Reports and Dashboards as per the customer requirements.
* Created components in Lightning Web Components.

**2. CVS Caremark (June 2020 – March 2021)**

**Key Technologies:** SFDC: Salesforce Lightning Aura, LWC, Visual force pages, Salesforce CLI, Visual Studio code, Sales and Service Cloud, Experience Cloud, Apex Classes, Triggers, Flows, Workflow, Process Builder.

**Roles & Responsibilities: Technical Lead**

* Developed system architecture for enterprise grade solutions, majorly using Salesforce to meet customer needs for the Sales and Services organization.
* Frequently worked with C-Level executives and business stakeholders to achieve best salesforce practices.
* Engaged with Pre-Sales team in providing technical assistance on RFPs and making customer presentations to close out deals.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using VS Code.
* Enhanced the existing portal functionality and moved to **community cloud** for more functionalities including chatter, employee portal, customer portal, channel sales community, and customer support community.
* Influenced the executives to realize the value and adopt Salesforce **Health cloud**.
* Designed various Web Pages in **Visual Force** for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Involved in **data mapping** and **data Integration** from JD Edwards ERP to **Salesforce**.com.
* Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Installed Instant Service Chat from AppExchange to let agents click to create cases from chat and email.

**3. Quicken Loan Mortgage Services (QLMS) (April 2019 – May 2020)**

**Project Abstract:** Loans Mortgage Services (QLMS) is the Mortgage Services branch of Quicken Loans Inc. (the nation’s leading Veteran Affairs (VA) lender and the largest FHA lender). QLMS is mortgage Partner. It works not only with lenders but also a lender who solely provides funds and provides a myriad of services and support. In this project QLMS used the standard functionalities of salesforce along with customization as Soft Phone Integration (CTI Services), Adobe E-sign integration etc.

**Key Technologies:**

Adobe E-Sign, CTI Service integration, Data Loader for Data Migration, JIRA, Bit Bucket, Apex Classes, Triggers, Flows, Workflow, Process Builder, Validation Rules, Salesforce - Admin, Apex, Visual force, Triggers, Web Services SOAP & REST, SOQL & SOSL.

**Roles & Responsibilities: Technical Lead**

* Experience in SFDC development using **Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.**
* Experience in SFDC Integration (Bi-Directional data transfer) using Web Service and Apex Programming **(SOAP and REST)**.
* Involved in data migration and integration using Apex Data Loader.
* Hands on experience in building processes using **Process Builder**in Salesforce.
* Proficiency in SFDC administrative tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.
* Experienced in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as required by business requirements.
* Developed salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Worked on analyzing the Standard Objects, Custom Objects, Permissions sets, Page layouts, profiles in the **design phase** of the **Salesforce Single View project**.
* Used **Geolocation** field type to calculate the nearest properties from contact mailing address.
* Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**

**4. Quicken Loan One Reverse Mortgage (ORM) (April 2018 – March 2019)**

**Project Abstract:** One Reverse Mortgage provides Loan. In this project ORM used the standard functionalities of salesforce along with customization as Zoom in, Adobe integration, YouTube, Lightning component etc. It’s a system in salesforce which is used to gather all the data related to loan scenarios, manual loan process, loan process through Fannie Mae file. Also, it comprises of pipeline which shows the history of loans created and it also contains resources that contains all the documents related to one reverse mortgage.

**Key Technologies:**

Data Loader for Data Migration, JIRA, Bit Bucket, Apex Classes, Triggers, Flows, Workflow, Process Builder, Validation Rules, Salesforce - Admin, Apex, Visual force, Triggers, Web Services SOAP & REST, SOQL & SOSL, Salesforce Lightning Components.

**Roles & Responsibilities: Technical Lead**

* Built Application Pages with Controllers and Utility classes to publish them to web to import student data to a custom Object in Salesforce.
* Deployed the code developed in the Dev **Sandbox to the** **Test Sandbox and the Production sandbox**.
* Community/Portal functionality
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Created and used Email templates in HTML and Visual Force.
* Involved in Assignments Rules, Escalation rules, and Auto-Response Rules Configuration and Customization in Case Management.
* Scheduling Apex jobs for processing large records.
* Created Profiles and Roles based on Organizational role hierarchy, implemented Record-Level and Field-level security, and configured their sharing settings.
* Created various custom Reports and Dashboards as per the customer requirements.

**5. Quicken Loan Business Development (QLMS Biz-Dev) (June 2017 – March 2018)**

**Project Abstract:** In this project we need to create internal processing for the business development team using Salesforce standard and custom functionalities. In this project we used the standard functionalities of the sales force along with customization. It involves a broad range of services managed via the cloud that includes Service Cloud and Salesforce Chatter.

Here are a few of the services.

* Review of existing processes.
* Integration of innovative and highly customizable applications.
* Improvement of customer service.
* Analytics and dashboards.
* Remote and mobile support.

**Key Technologies:**

Data Loader for Data Migration, Eclipse, JIRA, Bit Bucket, Apex Classes, Triggers, Flows, Workflow, Process Builder, Validation Rules, Salesforce - Admin, Apex, Visual force, Triggers, Web Services SOAP & REST, SOQL & SOSL.

**Roles & Responsibilities: Technical Lead**

* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers and partner portals.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Develop Visual Force pages, Visual Force Custom Controller Components, Advanced Search functionality, Custom Objects, Tabs, Tags and Components.
* Experience with working on AppExchange platform.
* Developed Apex Triggers, Apex Classes and Test Methods using Sync/Async methods.
* Customized dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas.
* Created pick lists, dependent pick lists, lookups fields, junction objects, master detail relationships, validation, and formula fields.
* Migrated data from Legacy Systems to   Salesforce CRM using data loader.

**6. iHR Business Development (iHR Biz-Dev) (Jan 2017 – May 2017)**

**Project Abstract:** In this project we need to create customer and agent’s relationship management processing for business development using Salesforce standard and custom functionalities. In this project we used the standard functionalities of the sales force along with customization. It involves a broad range of services managed via the cloud that includes Service Cloud and Salesforce Chatter.

Here are a few of the services:

* Integration of innovative and highly customizable applications.
* Improvement of customer service.
* Analytics and dashboards.
* Remote and mobile support.
* Flowchart reports
* Adobe E-Sign
* Automated email services
* Automated generation of login credentials.
* Automated verification of E-sign.

**Key Technologies:**

Data Loader for Data Migration, Eclipse, JIRA, Bit Bucket, Apex Classes, Triggers, Flows, Workflow, Process Builder, Validation Rules, Salesforce - Admin, Apex, Visual force, Triggers, Web Services SOAP & REST, SOQL & SOSL.

**Roles & Responsibilities: Technical Lead**

* Experienced in sales cloud by adding object, Fields, Tabs, Reports, and Dashboards and migrate data into   Salesforce.
* Developed Visualforce page using the extension controller according to the clients’ requirement.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs and implemented the business logic as per the requirements.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in building the Customer Portal in the organization.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.

**Theracom Nextgen Application (September 2011 – Oct 2016)**

Tech Used: C#, .NET Core, .NET Core API, Rest Framework, Entity Framework 6.0, Fluent Validation

, SQL Server, Angular, Entity Framework Core, Clean Architecture, X

UNIT Mocking Framework, Microsoft Azure

Project Brief: **Theracom** comprises of three subsystems: Patient support program outbound is an application which is used by nurses to access patient case assessments for theracom manufacturer client programs.  They have access to patient various data like  Topics,  Scripts,  Materials,  Questions which is maintained by the scheduler.

Nextgen is a pharmacy-based application used for all the access the patients whose cases are managed by pharmacies and hospitals. A patient can have different types of cases like Patient Assistance Program, Benefit Investigation, CYP Test, Inquiry etc. e.g., Patient Assistance Program (PAP) support is a very natural form of reimbursement process, as patients identified without product coverage by the reimbursement team can be immediately evaluated for PAP qualification in integrated fashion.

Role: ● Analyzing requirements, designing application architecture, application

development code and Client interaction.

● Design and development of the functional and technical document.

● Unit Testing, Code Reviews, and deployment tasks.

**NIIT Technologies (September 2009 – June 2011)**

Project: **ING Smart works (Client Name - ING North America)**

Tech Used: ASP.Net 3.0, C#, VS 2008, Web Services, LINQ, SQL Server, CMS (**Alfresco**)

Project Brief: ING Smart works is a web-based application where ING can service its clients.

**Broker Dealer Centre** is a CMS application based on **Alfresco** **CMS** within ING Smart Works that contains a wealth of information on everything from market and industry news, fund and fund family research, videos, and guides on how to use the features of ING Smart Works and its integrated tools.

**CRM Tool** Conveniently electronically imports your current client relationship management (CRM) data into ING Smart Works. Then effortlessly pull up client contact and account information, view transaction histories, group family members into households for easier tracking, analyses and performance reporting, open accounts, and even create and track calendar events and take meeting notes.

**Net Exchange Pro’s** seamless integration with ING Smart Works lets you take advantage of its broad range of versatile online trading tools, market information, research, alerts, and detailed account information including activity, trading, position, annual reports, rate board and more.

Role: ● Analyzing requirements, Application Development and Client interaction. ● Design and development of the functional and technical document.

● Unit Testing, Code Reviews, and deployment tasks.

**FCS Software Solutions (August 2007 – June 2009)**

Project:  **Canon Partner Program (Client Name – Canon Europe)**

Tech Used: ASP.Net 2.0, C#, VS 2005, Web Services, Ajax, SQL Server 2005.

Project Brief: Customized approach to channel management, business development and organizational restructuring to ensure the best Canon representation through indirect operations. Expand the project-management knowledge base of the organization through targeted training programs. Reduce new product time-to-market launches. Align Sales, Marketing and Service activities as well as communication with channels.

Role: ● Analyzing requirements, Application Development and Client interaction.

● Design and development of the functional and technical document.

● Unit Testing, Code Reviews, and deployment tasks

**Saxo Bank (March 2006 – July 2007)**

Project: **Loan Mortgage Application**

Tech Used: ASP.Net, VB.Net, Win forms, JavaScript, XSLT, SQL Server 2000.

Role: ● Application Development, Client interaction and database Design.

**Educational Qualifications**

Masters in computer applications from IGNOU.

Two Year Diploma in Computers from NIIT.

Bachelor of Commerce from Delhi University.