

## CURRICULAM VITAE

**Abhishek Das**

**Mobile: +91-8600401236, 8796372207**

**Email: [das88abhishek@gmail.com](mailto:das88abhishek@gmail.com)**

### PROFESSIONAL SUMMARY

Around 5.4 years of experience in IT industry including 3+ years of experience in Salesforce.com CRM Platform as developer with hands on experience in the areas of application design, customization, development & customer support. Have deep understanding of IT domain with focus on delivering business solutions. Utilize keen analysis and insights and team approach to drive organizational improvements and implementation of best practices. Well versed with efficiently handling all activities and maintaining best quality.

### EXPERTISE & COMPETENCIES

- ✓ Thorough understanding of ITIL/SDLC framework.
- ✓ Salesforce development including SOQL, SOSL, Apex Classes / Controllers, Visualforce Pages, Custom Components, VF Remoting, Apex Triggers, Apex Data Loader, Custom Objects, Custom setting, Profiles, Permission Set, Workflow Rules, Approval Processes and used Salesforce API.
- ✓ Worked on Salesforce Web Services REST API, SOAP API.
- ✓ Version Controlling via GIT, SVN, Perforce.
- ✓ Managed Packages, Deployments using ant.
- ✓ Apex Code Best Practices and Governor Limits and Salesforce Code Review.
- ✓ HTML, CSS, JavaScript & AngularJS.
- ✓ Good Client facing experience along with designing roadmaps for all possible solutions that can be given to the customers.
- ✓ Agile Software Development (JIRA) with Sprint Planning, Scrum and Monthly Salesforce Release Management.

### CERTIFICATION

- ✓ **ITIL® Foundation** Certificate in IT Service Management (Jul 2018).

## ACADEMIC PROFILE

- ✓ **B.Tech** (Computer Science & Engineering) from West Bengal University of Technology, Kolkata in 2014 with 7.41 (DGPA).
- ✓ **XII<sup>th</sup>** from DAV Public School (C.B.S.E) in 2009 with 63% marks.
- ✓ **X<sup>th</sup>** from DAV Public School (C.B.S.E) in 2007 with 83% marks.

## WORK EXPERIENCE

**BMC Software India Pvt. Ltd.** | Pune | [www.bmc.com](http://www.bmc.com)

**Product Developer**

11th Apr. 2016 – Till Date

Technology – Salesforce – Visualforce, Apex, SOQL, AngularJs, JavaScript, CSS

**Cybage Software Pvt. Ltd.** | Pune | [www.cybage.com](http://www.cybage.com)

**Software Engineer**

7th Jul. 2014 – 8th Apr. 2016

Technology: Perl, JavaScript, CSS, HTML

## PROJECT DETAILS

<b>Company</b>	BMC Software India Pvt. Ltd
<b>Product</b>	Remedyforce
<b>Position/Role</b>	Product Developer
<b>Duration</b>	11-04-2016 – Till Date
<b>Technologies</b>	Salesforce, HTML, JavaScript, CSS & AngularJs
<b>Team Size</b>	50+
<b>Project Detail</b>	<p>Remedyforce is a cloud based ITSM product built on the proven Force.com platform providing following features incident management, SLAs, self-service, task management, change management, and problem management processes. It also has integration along with other BMC product as well.</p> <ol style="list-style-type: none"><li>1. I am working as an individual contributor in the project. Analyzing requirements, architecture designing and planning, application design and development and Design review meetings.</li><li>2. Worked on features enhancements and defect fixing.</li><li>3. Worked along with support staff in fixing the issues faced by customers.</li></ol>

<b>Major Development</b>	<ol style="list-style-type: none"> <li>1. I have worked upon on a integration along with IBM Watson via Innovation Studio to assign categories to the tickets which helps in reducing MTTR (Mean Time to Resolution).</li> <li>2. Going other way around the salesforce functionality recently worked upon to restrict access to records based on permission sets assigned to the user.</li> </ol>
<b>Major Defect Fixes</b>	<ol style="list-style-type: none"> <li>1. Worked on resolving salesforce security issues in products.</li> <li>2. Fixed customer issues related to Service Level Agreement.</li> <li>3. Worked upon resolving performance related issues.</li> </ol>
<b>Team Activities</b>	<ol style="list-style-type: none"> <li>1. As a tech savvy person started “Tech Talk” session within the team to discuss about recent technological development.</li> <li>2. Being a part of this Tech Eco System, I always encourage my colleagues to give back to the community from where we learn by sharing their experience &amp; knowledge.</li> </ol>

<b>Company</b>	Cybage Software Pvt. Ltd
<b>Project</b>	DealerSocket
<b>Position/Role</b>	Software Developer
<b>Technologies</b>	Perl, HTML, JavaScript, CSS
<b>Team Size</b>	12
<b>Project Detail</b>	I have worked on this project as a Software Developer. This project is all about proving support in their existing application. The existing application is basically for maintaining old and used car inventory and proving support to various car dealers in selling and buying an old & used car. On Sprint basis we get defects and feature enhancement task which we had to do.

### EXTRA CURRICULAR ACTIVITIES

- ✓ Have been involved in Team Bonding activities.
- ✓ Participated in different cricketing events.
- ✓ As cooking is my hobby, I participated in inhouse cooking competition.

### PERSONAL PROFILE

- ✓ Mother's Name: Mrs. Dolly Das
- ✓ Father's Name: Mr. Arup Kumar Das
- ✓ D.O.B.: 02.06.1991
- ✓ Gender: Male
- ✓ Marital Status: Single
- ✓ Nationality: Indian
- ✓ Language Known: English, Hindi & Bengali

### DECLARATION

I hereby declare that the above written are true to the best of my knowledge and belief.

**Place:** Pune

**Date:** 21/12/2019

**(Abhishek Das)**

**Signature**