

# TRISHA SENGUPTA

☎ +91 8910217539 | @ trisha.sengupta278@gmail.com | 🌐 LinkedIn

## EDUCATION

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### VIT (Vellore Institute of Technology)

Master Of Computer Application (M.C.A)

CGPA : 9.01

Vellore

2017 – 2019

### West Bengal University of Technology

Bachelor of Computer Application (B.C.A)

CGPA : 8.7

Kolkata

2014 – 2017

## WORK EXPERIENCE

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### Packaged Application Development Analyst- Salesforce Lead

Accenture

December 2022 – Present

Kolkata, India

**Client :** A leading American brand and manufacturer of semiconductor computer circuits.

- **The Platform Team** - responsible for managing and maintaining the core Salesforce platform, which includes designing and implementing solutions that support the organisation's business processes, automation ,CI/CD issues, customisation and integration.
- **Customisation** - Build apps and components to enhance business process efficiency.  
Custom 'Access Request': Automate access provisioning and deprovisioning with Tech Leads' approval and notifications.  
Deployment Time and Environment Blocking (DDS): Allow teams to reserve time and environment for deployments and validations. Restrict changes during existing slots using LWC (Lightning Web Components).  
Release Calendar: Develop a community cloud-based release calendar for registered and guest users using LWC.
- **Integration**- Automated squawking after each deployment through integration Integrated with Quality gates - checkmark and static code analysis  
Python script integrated with Salesforce to export data from one org perform calculation and import it into another org.  
Change Data Capture using LWC
- **Administration**- Perform ongoing administration of the Salesforce platform, including managing users, profiles, and security settings.  
Apex Exception Dashboard- Einstein Analytics Dashboard to show Apex Exceptions using custom application , standard event monitoring analytics template and recipes.  
Setup to monitor platform core services availability on any given instance in a dashboard.  
Automated Einstein Analytics dashboard to identify unused licenses that can be repurposed.
- **Data management**- Data seeding through scripts.  
Tested various tools like Spanning, Odaseva, Informatica, Gearset and compared the result and helped the client to choose the best fit for their business.
- **Copado Champion:** Support users with CI/CD issues as a designated Copado expert.
- **Documentation and training**- Create and maintain documentation on the Salesforce platform, including user guides, training materials, and system documentation. Provide training to end users and other stakeholders as needed.

### Application Development Analyst - Salesforce

Accenture

September 2021 – December 2022

Remote,India

**Client :** Notable American online learning/training and workforce development platform for IT used by many tech firms.

- **Salesforce Transformation Project**- Migrating from old Salesforce system to new Salesforce system.
- **Development** - Worked as developer to build features on Sales cloud.  
Created Apex Classes, Triggers,Screen Flows, LWC on Sales objects to customise the solutions.
- **Configuration** - Asynchronous apex using Batch apex, schedule apex and future method.  
Configured security settings using OWD,FLS,Permission Set and Sharing Rules. Worked on Validation Rules, Duplicate Rules, Page Layouts, Record Types , setting up Profiles and Roles as per requirements.
- **Territory management** - allowing administrators to define territories based on a set of rules, such as geographic location, industry, or account size.
- **Testing** - Perform Unit Testing by logging from different users

- **Deployments** - Migration from Dev to QA org using Copado.

## Software Developer

Chennai, India

Yamaha Motors Solution

Jan 2019 – September 2021

- Developed applications for Yamaha using Java, Spring using MVC, Struts, SpringBoot, JSP, JS, PostgreSQL.
- Collaborated on all stages of systems development lifecycle, from requirement gathering to production releases.
- Built micro application adhered to various requirements given by sales team to enhance the dealer management system, order processing and tracking system.
- Implemented Web services using REST API and microservices using SpringBoot.
- Worked in in house CRM project for migrating from Microsoft To Salesforce.
- Customized outlook add on tool using node JS and deploying in Azure.
- Support for server monitoring and analysis for better performance using Zabbix and participate in database optimisation for fast report generation.
- Knowledge of Business Process and client management.

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## SUMMARY

### Overview

- As a Certified Developer with 4.5 years of total experience, my prime objective is to apply my technical skills to design, develop, and implement solutions that align with organisational goals and drive business success. I have various client exposure (Japan, India, UK, US) and use it to advance my career as a leader in the Salesforce ecosystem.

### Role Summarization

- **Team Leadership:** Provide mentorship, and support to help the team achieve their goals.
- **Agile Methodology:** This involves facilitating Agile ceremonies such as daily stand-ups, sprint planning, backlog grooming, sprint reviews, and retrospectives.
- **Project Planning and Execution:** Collaborate with the Product Owner to translate business requirements into actionable development plans. This includes creating user stories, estimating effort, and prioritizing tasks. Also, monitor progress, track project metrics, and ensure timely delivery of Salesforce solutions.
- **Technical Expertise:** Ensure adherence to best practices and coding standards.

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## SKILLS

**Programming:** Java, Apex, Python

**Cloud Platforms:** Microsoft Azure

**Salesforce:** Apex, LWC, Triggers, API, Integration, Approval Process, Flow, Data Migration, Einstein dashboard, Salesforce Admin, Community Site

**DevOps:** Copado, Workbench, Salesforce DevOps

**Version Control:** Git, SVN

**Agile:** JIRA

**Others:** HTML, JS, CSS, Angular, Microservices, Postman

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## AWARDS & ACHIEVEMENTS

**Recognition Award:** Issued by Client in 2023.

**Champion Award:** Issued by Accenture in 2022.

**Rising Star:** Issued by Yamaha in 2020.

**Rank Holder:** 2nd Place in College 2019.

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## CERTIFICATIONS

Salesforce Certified Administrator

Salesforce Platform Developer 1

Salesforce Platform App Builder

Salesforce Sales cloud consultant

Copado Fundamentals 1

Oracle Certified Associate, Java 8