Anjan Kumar Pal
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Location: Bangalore, India
Languages: Odia (native), English (fluent), Hindi (fluent)

EXPERIENCE SUMMARY:

Senior Software Engineer with over 7+ years of professional experience in the IT industry. Currently working as a Subject Matter Expert in Salesforce CRM and involved in Application Development projects that are spread across Service Cloud. I have exposure to projects mainly in the Manufacturing, Retail & Distribution, Telecom, and Pharmaceutical domains.

KEY SKILLS:

- **Functional:** Project Management, Strategic/Tactical Planning, Business Analysis and Development, Excellent Communication and Interpretation skills, interfacing with Client and Onshore.

- **Technical:** Salesforce Trigger, Apex classes, Visualforce Pages, Webservices, SOQL, Salesforce Configuration, Salesforce Lightning, Aura, Lightning Web Component, HTML, JavaScript, CSS.

- **Certification:** Certified in Salesforce Platform Developer I, Salesforce Platform App Builder, Salesforce Administrator.

PROFESSIONAL EXPERIENCE:

- Working as a Senior Software Engineer in **DellEMC**, Bangalore from Sep-2019 to till date.

- Worked as a Senior Associate consultant in **Infosys**, Bangalore from May-2018 to Aug-2019.

- Worked as an Associate consultant in **Capgemini India Pvt.Ltd**, Bangalore from May-2014 to May-2018.

EDUCATIONAL QUALIFICATION:

- Bachelor of Technology in Electronic & communications engineering (ECE), **Centurion University of Technology and Management (2009-2013)**, Odisha.

PROJECT PROFILES:

01	Type of Industry:	**Manufacturing**
	Project Description:	Lightning Service is a service centric cloud-based application, providing real time visibility into the status and health of customer. This is designed to help IT teams increase risk-readiness and respond with speed and accuracy when fulfilling IT service requests or diagnosing potential issue.
	Role:	Developer
	Duration:	Sep 2019 to till date
	Responsibilities:	

- Worked on Apex Triggers, Classes, Batch Classes and Test Classes as part of project implementation.
- Worked on Lightning WEB components to build the customized solution based on business requirements.
- Worked on Flows, Process Builders, Future Methods
- Implemented External Service to interact with external system.
- Post-Production Support.
- Estimation/Scheduling for Functional Enhancements/Projects.

- Adhere to Quality Compliance and ensure standard procedures for all the implementations carried out.
- Created various Page layouts and configured Page layout assignments for various profiles based on record types.
- Worked on webservices (Rest API).

Software / Languages:	Salesforce.com
Special Tools:	Data Loader, Team Foundation Server, GITLab, VScode

02 **Type of Industry:** **Manufacturing**

Project Description: S360(Service 360) is a service centric cloud-based application, where Case Management module takes care of Internal and external collaboration of cases in which multiple agents can work to efficiently solve the Customer Case. Case and Asset sync is done between multiple system to keep these data updated across the system.

Role: Developer & Admin

Duration: May 2018 to Aug 2019

Responsibilities:

- Worked on Classes, Visualforce Pages, and Custom settings.
- Created Apex classes, VF pages, Aura Component, Triggers as per business needs.
- Meet stringent SLAs in ADM Support.
- Provide Root Cause Analysis (RCA) when required.
- Post-Production Support.
- Estimation/Scheduling for Functional Enhancements/Projects.
- Adhere to Quality Compliance and ensure standard procedures for all the implementations carried out.
- Created various Page layouts and configured Page layout assignments for various profiles based on record types.
- Worked on Webservices (Rest API), unit testing and test classes.

Software / Languages:	Salesforce.com
Special Tools:	Data Loader, Team Foundation Server

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Bangalore

Date   (Anjan Kumar Pal)