

# Aakash Chandra

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## ASSIGNMENTS UNDERTAKEN

### Software Development | Maintenance | Migration

#### PROFILE SUMMARY

**9X Certified SFDC Professional with  
Nine years of experience in:**

**Requirement Gathering  
Production Support  
Migration**

**Software Development  
Defect Resolution  
Maintenance**

**Coding & Testing  
Root Cause Analysis  
Client Servicing**

- Experience in all phases of **Software Development Life Cycle (SDLC)** entailing **requirement analysis, design, development, implementation, delivery and troubleshooting.**
- Proven skills in working with **customers, project managers and teams** for securing & **executing concurrent projects.**
- Expertise in **functional analysis, mapping of requirements to design, process design** and preparation of **functional design specifications.**
- Hands on experience in **application deployment/implementation** and **troubleshooting** issues.
- Knowledge of Configuration, Implementation and Support of Salesforce.com CRM application based on Apex Language leveraging Force.com Platform.
- Knowledge of **Apex Triggers/Classes** for various functional needs in the application.
- Implemented salesforce **CPQ** from scratch to enable sales to use out of the box quoting and pricing solutions.
- Worked on **Zoura Billing** for design and upkeep of subscription based billing and payment system.
- Worked on **Aura and LWC Framework** for creating partner/customer facing UX.
- Experience with Salesforce Data migration tools like **Dell Boomi, Dataloader, Informatica.**
- Experience in Automated business process by using **Workflow Rules, Lightning Flows and Approval Process** for automated alerts, field updates and email generation according to application requirement.
- Worked across Salesforce implementations like **Service cloud, Sales cloud and Community Cloud.**
- Responsible for creating **Reports and Dashboards** for Business Analysis.
- Highly motivated, quick learner and extremely versatile. Accepts responsibilities and job duties eagerly with minimal supervision.
- **Highly motivated, quick learner** and **extremely versatile.** Accepts responsibilities and job duties eagerly with minimal supervision.

#### TECHNICAL SKILLS

- Sound knowledge of:
  - ❖ Salesforce CRM Architecture.
  - ❖ Salesforce DB, Relationships in Salesforce.
  - ❖ Apex, Triggers, Visualforce, LWC, AURA, VS components.
  - ❖ Business Process Automations using Lightning Flows, Process Builder, Workflows etc.
  - ❖ REST & SOAP Integrations
  - ❖ Managed Packages like NewVoiceMedia Call Routing, Zuora Quotes, Zuora Billing, Salesforce CPQ, DocuSign.
  - ❖ CI/CD pipelines like Auto Rabbit, Circle CI, ANT migration tool, SFDX using VS code, Jenkins etc.
  - ❖ Application/Unit/Integration testing.
  - ❖ IBM z/OS, DB2 9.
  - ❖ Basic knowledge of C , Java, Springboot Microservices & Data Structures.

## ORGANIZATIONAL EXPERIENCE

### Currently working with Qlik as Software Engineer

**Name:** Q2C team.  
**Domain:** Analytics Software – QlikView/QlikSense.  
**Duration:** Sep 2020 till date.

**Responsibility:** Development of new Salesforce Org from scratch and setup of Sales Process on Salesforce CPQ, Advanced Approval which includes Product & Contract Migration from Zuora CPQ. Development of Custom LWC components to meet the requirements. The new Org went live in Oct 21 and helping with hypercare since.

**Role in Project:** Software Engineer.

#### Previous projects undertaken:

##### Project - #1(with News Corp)

**Name:** Subscription Platform.  
**Domain:** Print/Web Media.  
**Duration:** August 2019 till Sep 2020.

**Responsibility:** Design and upkeep of platform(includes billing and payments) which manages subscription for newspapers and across news corp websites and has complex architecture comprising salesforce, Java microservices, AWS RDS integrations

**Role in Project:** Software Engineer.

##### Project - #2(with Google for Infosys)

**Name:** Google Vector Salesforce Instance.  
**Domain:** Cloud/IT Services.  
**Duration:** Apr 2019 to Aug 2019.

**Responsibility:** Design of UX on lightning for SFDC Community Cloud implementation for Partner Mangement System hosted on <https://cloud.withgoogle.com/partners>.

**Role in Project:** SFDC Developer.

##### Project - #3(with Danske Bank)

**Name:** MiFID II regulatory changes in Wealth Management Applications.  
**Domain:** Investment Banking, Financial Services, Reporting.  
**Duration:** August 2017 to Mar 2019.

**Responsibility:** Analyzing current system as well as developing new application to provide highly efficient CRM solution by profiling customers for product sales.

**Role in Project:** Software Engineer.

##### Project - #4(With IBM India Ltd.)

**Name:** HCSC.  
**Domain:** Health Care and Insurance.  
**Duration:** September 2016 to July 2017.

**Responsibility:** Design and development of a system on SFDC service cloud for Insurance claim adjudication systems.

**Role in Project:** Senior Developer.

## **Project - #5(With Infosys Ltd.)**

**Name:** RBS.  
**Domain:** Retail Banking.  
**Duration:** May 2013 to Aug 2016.

**Responsibility:** Analyzing Change requests for upstream and downstream impact. Development of components for CR's. Co-ordination/implementation of CR's on production systems. Testing and documentation of the codes changed/added to the old system.

**Role in Project:** Senior Developer.

## **Certifications**

- Salesforce Certified Application Architect
- Salesforce Certified Sharing & Visibility Architect
- Salesforce Certified Data Architect
- Salesforce Certified CPQ Specialist
- Salesforce Certified Platform Developer I
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Zuora Certified Administrator

## **EDUCATION**

- B.Tech, Electronics & Communication Engineering from National Institute of Science and Technology, Berhampur affiliated to Biju Patnaik University of Technology, Odisha (2012).
- XII from DAV Public School, Ranchi affiliated to CBSE(2007).
- X from DAV Public School, Ranchi affiliated to CBSE (2005).

## **EXTRA-CURRICULAR ACTIVITIES**

- Runners up - Infosys Mysore Pool Championship 'Trainee' 2012.
- Distinction of organizing General Quiz - 'Zeflemea' at 'Sankalp', a national level fest at N.I.S.T for the session 2011-12.
- Conferred with 2<sup>nd</sup> prize in event 'SURVIVOR' (manual robotics contest) in 'Zazen-2010', a national level fest organized by Orissa engineering college, Bhubaneswar.
- Awarded 1<sup>st</sup> position in 'Electronic Design Contest' conducted by EHC club, N.I.S.T, March 2009.

## **PERSONAL DETAILS**

**Date of Birth:** 6<sup>th</sup> July 1989.  
**Languages Known:** English and Hindi.