

# RUPAYAN DASGUPTA

 023 &24 Block , S1-1/5, Baibhar Cooperative Housing, Patuli, Kolkata, 700094 (IN) West Bengal

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## PROFESSIONAL SUMMARY

- IT professional with over **7 years 8 months of experience** as Administration and Developer in Salesforce.com (Sales Cloud & Experience Cloud) having good knowledge of the Technical and Functional aspects of Salesforce.com, on-demand CRM package.
- Hands-on experience in developing an efficient system using **Triggers, Apex Classes, Lightning Component (Aura & LWC), and VF Pages** following a standard coding practice.
- Workflows Implementation **with Objects, Custom Apps, Layouts, Tabs, Validation Rules.**
- **Reports & Dashboard** implementation
- Good Knowledge of Integrating Salesforce with third party application using **SOAP, REST API, web services.**
- Good knowledge in **DocuSign Admin Configuration & Integrating with Salesforce**
- Good knowledge of Deployment activities using **changeset & version control using GIT.**
- Good understanding of **Visual Studio Code (Integrated Development Environments)**

## SKILLS

Salesforce  
DocuSign  
Aura /LWC  
SOQL

JavaScript  
Rest/SOAP API  
Apex Coding  
Visualforce Page

## WORK HISTORY

<i>26/12/2023 to 20/03/2024</i>	<i>Enabled Analytics</i>	<i>Position- Senior Technical Lead</i>
<b>Reason for change: Asked to resign due to no project</b>		
Worked for company's own product called Discovery Cloud using Salesforce Technology		
<i>31/10/2022 to 22/12/2023</i>	<i>Tamcherry Technologies</i>	<i>Position- Salesforce Lead</i>
<b>Reason for change: Asked to resign due to no project</b>		
Working currently for Life Science Domain using Salesforce Technology.		
<i>06/05/2021 to 11/10/2022</i>	<i>EPAM Systems</i>	<i>Position- Senior Software Engineer</i>
<b>Reason for change: Mass layoffs</b>		
Worked for life science, Health Care, Retail & Distribution domains using Salesforce Technology.		
<i>30/12/2019 to 04/05/2021</i>	<i>Tavant Technologies</i>	<i>Position- Senior Software Engineer</i>
<b>Reason for change: Better opportunity</b>		
Worked for one of the Leading Manufacturing/Agricultural domains using Salesforce Technology.		

*16/01/2019 to 24/12/2019 Tata Consultancy Services (TCS) Position- System Engineer*  
*Reason for change: Better opportunity*  
Worked for one of the leading Banking Domain of the world using Salesforce Technology.

*28/06/2016 to 28/12/2018 Cognizant Technology Solutions(CTS) Position- Programmer Analyst*  
*Reason for change: Better opportunity*  
Worked for one of the leading Banking & Finance Domain using Salesforce Technology

## EDUCATION

COURSE	PASSING YEAR	INSTITUTION	BOARD/UNIVERSITY	PERCENTAGE/CGPA	DURATION
MCA	2016	VIT University, Vellore	VIT	8.98	07/2014-06/2016
BCA	2014	St. Edmund's College, Shillong	NEHU	73.3	06/2011-05/2014
HSSLC	2011	St. Edmund's college, Shillong	MBOSE	63	06/2009-05/2011
SSLC	2009	All Saint's Diocesan H/S School, Shillong	MBOSE	82.5	03/2008-05/2009

## CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Platform Developer II
- Salesforce Certified Advanced Administrator



## PROJECTS & TASKS

No	Name	Components Used	Description
1.	<b>DocuSign Merchant Processing Service</b> <i>Quarterly Process- February, May, August &amp; November</i>	1. DocuSign	The main task is to create templates for different channels in DocuSign. Proper mapping of tags and signature needs to be created. After templates are created, need to share template ID's with boarding team.
2.	<b>BAMS-DTM edoc</b> <i>March-October(2017)</i>	1. Visualforce Page 2. Extension Class 3. Test class 3. Custom Object Mapping 4. Custom Settings Mapping 5. Custom button (JavaScript) 6. DocuSign 7. Email Templates *Detail Design Document	The project aims at reducing paperwork for signatures and develop e-signature process by the integration between Salesforce and DocuSign for sending the document to the client by the Business Consultant for E-signature process. Creating templates in DocuSign for various Business for e-signature purpose. Giving tech and testing support whenever defect raised by testing team to solve the issues.
3.	<b>Peer Review</b> <i>August(2017)- Dec(2019)</i>	1. Visualforce Page 2. Trigger 3. Apex Class 4. Button	The main task is to review the code submitted by different development teams in order to maintain code quality and standards for reducing security issues and defects later on when code goes Live. Effort includes comparing code between devbox and pre-production sandbox, running test class for checking code coverage should have minimum 75% and checking online security scan report.
4.	<b>Invoca Phase II</b> <i>October-November (2017)</i>	1. Batch Class 2. Scheduler Class 3. Test Class	The main aim of the project is to create a weekly and daily Junk deletion of Invoca Call log and Junk Lead.
5.	<b>Ford API Phase II</b> <i>December-February (2017-2018)</i>	1. WSDL to Apex Class 2. Custom Labels 3. Custom Button (JavaScript)	The main task is to create an integration between salesforce and iWerks to do proper outbound call to iWerks (external

		4. Apex Class 5. Test Class 6. Trigger 7. Remote Site Settings *Detail Design Document	system) by sending necessary details from salesforce. A custom button on opportunity needs to be clicked by Business Consultant in order to send necessary details to iWerks. Validation need to be done before sending the details with proper alert messages as popup with logic.
6.	<b>BAMS IPSO Solution Partner Referral</b> <i>February-May (2018)</i>	1. Visual Workflow 2. Trigger 3. Test class 4. Validation Rule 5. Custom Button 6. Custom Fields 7. Custom Settings 8. Record Types 9. Page Layout 10. Field Level Security 11. Sharing Rules 12. Public group 13. Reports 14. Product 15. Price book *Detail Design Document	The main objective of the project is to create a referral system where an account contact can be referred to products owned by an outbound partner associated with the Bank by automating the process using Visual Workflow. A button on Account object initiates the flow when clicked by Business Consultant.
7.	<b>Two way connect-Sprint 3</b> <i>May-July (2018)</i>	1. Apex Class 2. Trigger 3. Page Layout 4. Custom Fields 5. Record Types 6. REST 7. Custom Label 8. Custom Object *Detail Design Document	This project is an enhancement of the existing integration between salesforce and dialer system. Three requirements are: i) Restrict leads details to be sent to 2way connect if preferred method of contact is email. ii) Generate XML for scheduled calls as earlier it was only for unscheduled call. iii) Activity history's having completed date/time of call in lead should not get lost while converting to opportunity which was happening in existing process.
8.	<b>Trigger Consolidation</b> <i>June-Dec (2018)</i>	1. Trigger 2. Apex Class * Test Case Preparation	The project aims at cleaning the existing organization having more than one trigger on each object to only one trigger based on Trigger Framework suggested by Hari Krishnan. Advantage includes: <ul style="list-style-type: none"> <li>• Removing trigger logic from the trigger makes unit testing and maintenance much easier.</li> </ul>

			<ul style="list-style-type: none"> <li>Standardizing triggers means allow your triggers work in a consistent way.</li> <li>A single trigger per object gives full control over order of execution.</li> <li>Prevention of trigger recursion.</li> </ul>
9.	<b>Basic Identification Page</b> <i>June (2018)</i>	<ol style="list-style-type: none"> <li>Visualforce Page</li> <li>JavaScript</li> </ol>	Client were unable to view PDF in chrome browser. There requirement was to fix this issue. After Analyzing, we found that Google chrome has stopped supporting PDF as an Object to be viewed in browser but only allowed PDF's to be downloaded. Solved this by using iFrame .
10	<b>FDMP-Salesforce SAML Integration</b> <i>(August-October 2018)</i>	<ol style="list-style-type: none"> <li>Apex Classes</li> <li>Visualforce Page</li> <li>Custom Settings</li> <li>Connected App</li> </ol>	On click of a button in Lead/opportunity, user should get redirected to FDMP based URL and should login directly using SAML Assertion by passing LeadId /OpportunityId and other User details.
11	<b>Lead/Account Duplicate Check</b> <i>(October-November 2018)</i>	<ol style="list-style-type: none"> <li>Duplicate rule</li> <li>Matching rule</li> <li>Apex classes</li> <li>Lightning component</li> <li>Quick Action</li> <li>Custom Metadata</li> </ol>	Project requirement is to have Lead/Account Duplicate check based on certain field combination such as name, company, phone number and zip code for "One FD" recordtype excluding some alliance specific to Brazil and Columbia. Also, duplicate check was required when converting the lead in lightning mode.
12	<b>SMB Lightning Migration</b> <i>(November-December 2018)</i>	<ol style="list-style-type: none"> <li>Lightning Bundle</li> <li>Lightning Record Page</li> <li>Sales Path</li> <li>Quick Action</li> <li>Visual force page</li> <li>Apex class</li> <li>Custom Button</li> </ol>	Migrated existing classic process of smb to lightning. JavaScript/S-control button changed to quick action for lightning/mobile app compatible. Created quick action with Lightning Component to open existing visual force page in lightning with lightning compatible view.
13	<b>Offer Management (PPO/POS offer)</b> <i>(March-August 2019)</i>	<ol style="list-style-type: none"> <li>Lighting Component</li> <li>Server class</li> <li>Lighting Record Page</li> <li>Page Layout</li> <li>Record Type</li> <li>Test Class</li> <li>Mock Class</li> <li>REST API</li> <li>OAuth</li> <li>Named Credential</li> <li>Custom Metadata</li> <li>Custom Label</li> <li>Custom Field</li> </ol>	Created Offer Management System using Financial Service Cloud which will benefit the bank to retain existing customer or gain new customer by providing them lucrative offer such as good rate of interest on savings account, credit card offers, less interest on mortgage or loan. Salesforce is integrated with banking application to get real time data sync for Financial account balances. PPO offers are offer applied to savings account whose promotion rate is less than 900. Whenever an offer is created in Salesforce

			and applied for a client, same offer is sent to another banking application in real time. This is real time sync between salesforce and COP's system.
14	<b>Financial Account tab Redesign &amp; Field Addition</b> (September 2019)	<ol style="list-style-type: none"> <li>1. Lightning component</li> <li>2. Aura server class and apex trigger</li> <li>3. Custom Field</li> <li>4. Field Level Security permission via profile</li> </ol>	UI redesign of Financial Account tab with separate section of Bank Account, credit card, mortgage and investment account. Few fields created with picklist and FLS given for all profile.
15	<b>Real Time Balance for Financial Account</b> (September-October 2019)	<ol style="list-style-type: none"> <li>1. Lightning Component</li> <li>2. Apex Class</li> <li>3. External Object</li> <li>4. Custom Metadata</li> <li>5. REST API</li> <li>6. FLS</li> <li>7. Formula Field</li> <li>8. Named Credential</li> </ol>	Created <i>Real time data</i> sync between salesforce and external banking application instead of ETL loaded hourly batch data. Whenever a Retail Manager opens a Client's Financial Account details tab in Salesforce, all data of Savings, Loan and Credit Card details will be available in Realtime in sync with external banking application.
16	<b>Offer Refresh</b> (October 2019)	<ol style="list-style-type: none"> <li>1. Lightning Component</li> <li>2. Lightning Event (Application)</li> </ol>	Implemented Refresh the Offers tab with latest detail when user clicks on Submit button in background and same modal instead of refreshing whole page which closes the offers tab previously.
17	<b>Servicing Refactoring</b> (November-December 2019)	<ol style="list-style-type: none"> <li>1. Lightning Component</li> <li>2. Lightning Event</li> <li>3. Apex Class</li> <li>4. Custom Metadata</li> <li>5. Custom Label</li> <li>6. Static Resource</li> <li>7. Validation Rule</li> <li>8. Profile/Permission Set/FLS</li> <li>9. Lightning Record Page</li> <li>10. REST</li> </ol>	UI/UX changes of demographic update functionality like changing legal address, mailing address, phone number, email for Profile and Financial Accounts of Client. Also, real time data sync between salesforce and external banking application whenever user saves the changes in Salesforce with proper success and failure handling. If the API connection fails first time, three times retry option is available to update in externalapplication.
18	<b>Advanced Acre Management</b> (Jan-October 2020)	<ol style="list-style-type: none"> <li>1. Lightning Aura Component</li> <li>2. Lightning Web Component</li> <li>3. Apex Class/Trigger/Process builder</li> <li>4. Custom Metadata</li> <li>5. Custom Label</li> <li>6. Static Resource</li> <li>7. Validation Rule</li> <li>8. Custom Object/Custom Field</li> <li>9. Profile/Permission Set</li> <li>10. Lightning Record Page</li> </ol>	New Project Set up for the Customer in Salesforce for Boasting the Sales of their Agricultural Product using Tavant's Warranty Product and other new features per Client to solve the complex problem for Retailer & Grower Agreement via Salesforce feature to track the sales of Product and overall report of the business in a smart and convenient way. Retailer Grower Agreement will be easier using DocuSign for e-Signature Process.

		<ol style="list-style-type: none"> <li>11. REST API</li> <li>12. Tavant's Warranty Product (TWOD)</li> <li>13. Reports &amp; Dashboards</li> <li>14. DocuSign</li> </ol>	
19	<b>KMA-KIE Supplier Recovery</b> (Oct2020-March2021)	<ol style="list-style-type: none"> <li>1. Twod Managed Package</li> <li>2. twodsrM Managed Package</li> <li>3. REST API</li> <li>4. Profile/Permission set</li> <li>5. Lightning Aura Component</li> <li>6. Lightning Web Component</li> <li>7. Apex Class/Trigger/Process builder</li> <li>8. Custom Metadata</li> <li>9. Custom Label</li> <li>10. Static Resource</li> <li>11. Validation Rule</li> <li>12. Custom Object/Custom Field</li> <li>13. Profile/Permission Set</li> <li>14. Lightning Record Page</li> <li>15. Approval Process</li> <li>16. Translation</li> </ol>	Project is about implementing supplier recovery module. Recovery of Machine/parts when dealer finds spillage while selling item to customer or dry run. Contract is set up for filing claim which will have details of maximum amount which can be recovered including labor hours. Reporting of sales and claim filed are also tracked.
20	<b>Sporviein Claim Management</b> (March 2021-May2021)	<ol style="list-style-type: none"> <li>1. Twod Managed Package</li> <li>2. twodsrM Managed Package</li> <li>3. REST API</li> <li>4. Profile/Permission set</li> <li>5. Lightning Aura Component</li> <li>6. Lightning Web Component</li> <li>7. Apex Class/Trigger/Process builder</li> <li>8. Custom Metadata</li> <li>9. Custom Label</li> <li>10. Static Resource</li> <li>11. Validation Rule</li> <li>12. Custom Object/Custom Field</li> <li>13. Profile/Permission Set</li> <li>14. Lightning Record Page</li> <li>15. Approval Process</li> <li>16. Translation</li> <li>17. Mass Email</li> </ol>	Project is about implementing claim management for the Trams and its parts if any gets spoiled within specified warranty policy and Coverage. Integrating with other third-party application for inbound/outbound claim processing down with reliability and systematic warranty check done. Reports and dashboard to help client get overview of number of claims processed or rejected for better enhancing the products quality check.
21	<b>Wayfair LLC PolSource, Retail &amp; Distribution</b> (May 2021-December 2021)	<ol style="list-style-type: none"> <li>1. Apex class/trigger</li> <li>2. Custom button</li> <li>3. Validation rule</li> <li>4. Process Builder</li> <li>5. Workflow rule</li> <li>6. Custom Label</li> <li>7. Sql Server (SQL &amp; Procedure)</li> </ol>	Project is about managing ecommerce part of wayfair for integrating with other system for data backup and working on different internal project as developer and system admin.
22	<b>eResearch Technology, Inc, Life Sciences &amp; Healthcare</b> (Jan 2022-March 2022)	<ol style="list-style-type: none"> <li>1. Vscod</li> <li>2. DataLoader</li> </ol>	ERT-USA, Worked as a data migration specialist and testing some specific module.

23	<b>IQVIA VIGILANCE Platform</b> (April 2022- August 2022)	<ol style="list-style-type: none"> <li>1. Apex Class/Trigger</li> <li>2. AURA</li> <li>3. Custom Metadata</li> <li>4. Custom Labels</li> <li>5. Process Builder</li> <li>6. REST API</li> <li>7. VSCODE</li> <li>8. GITLAB</li> <li>9. JIRA</li> </ol>	Worked on vigilance platform of IQVIA using service cloud and custom-built health cloud where developing high profile requirement and fixing defect whenever required while creating scratch org for development and using 2GP managed package for deploying code.
24	<b>Smarteeva Roche Project</b> (Nov 2022- Dec2023)	<ol style="list-style-type: none"> <li>1. Apex Class/Trigger</li> <li>2. Custom Objects</li> <li>3. REST API</li> <li>4. LWC/AURA</li> <li>5. Named Credential</li> <li>6. External Credential</li> <li>7. Validation Rules</li> <li>8. VsCode/Gitlab</li> </ol>	Worked on Roche project which is life science domain. Building system to create complaint management for defects arising out of products. Also, connect Raxis to Smarteeva and vice-versa for information management.
25	<b>Discovery Cloud Product</b> (Dec 2023- March 2024)	<ol style="list-style-type: none"> <li>1. Apex Class/trigger</li> <li>2. LWC</li> <li>3. Custom objects</li> <li>4. Named Credential</li> <li>5. External Credential</li> <li>6. VSCode/GITLAB</li> </ol>	Worked on internal Product to create metrics and scoreboard to show different types of execution time, lightning performance, apex performance to make it easier for the client to see how the org is performing and can take necessary action on them



### ACHIEVEMENTS/EXTRA-CURRICULAR ACTIVITIES

- Secured 4th rank in B.C.A graduation 2014.
- Participated in "Business Simulation" workshop held in St Edmund's College (2013).
- Participated in "Network Securities: Trends and Challenges" workshop at VIT university (2015).
- Volunteered in Blood Donation Camp twice (2011/2012)



### HOBBIES

- Meme Content Creator in Social Media
- Listening to Music
- Cooking
- Watching Movies



### PERSONAL INFORMATION

Father's Name : Ratul Dasgupta  
 Date of Birth : 27-07-1992  
 Languages Known : English, Bengali and Hindi  
 Sex : Male  
 Nationality : Indian