Arnav Ray

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SUMMARY

- ❖ Around **7 years of Experience** in IT industry on Salesforce.com CRM, Force.com (Cloud Computing).
- ❖ Presently Working as Senior Software Engineer in **Pricewaterhouse Coopers** since Nov, 2018- till date.
- ❖ Worked as System Engineer in Tata Consultancy Services since April, 2016 – Oct, 2018.
- ❖ Worked as Jr. Software Developer for Optimize IT Systems from March, 2015 – April, 2016.
- ❖ Worked as Web App Developer for Sansoft India from July, 2014 to November, 2014.
- ❖ Worked as Software Developer for Gatesoft Solution pvt ltd from February, 2013 till April, 2014.

TECHNICAL SKILLS

Technologies	Salesforce Community Cloud,Google Recaptcha Integration,Einstein Bot, Lightning Design System, Aura components,Lightning Process Builder, Visual force, Apex, Triggers, CRM, Ajax , HTML,CSS, JavaScript, JDBC, Servlets, JSP
Dev Environment	Eclipse IDE, Net beans, Cloud Computing (Sales force),Sublime Text
Database	SOQL, SOSL,Oracle10g, MySQL
Others	Data Loader, Ant Tool,Appexchange,SVN, GIT,Stash

RESPONSIBLITIES

- ❖ Leveraging a strong understanding of Salesforce capabilities and limitations to clearly communicate those to customers.
- ❖ Working with our clients and all stakeholders to build clear requirements and a development strategy for each engagement.
- ❖ Identification and inventory of customer process pain points and gaps.
- ❖ Performing rapid analysis and decomposition of complex business information; recommend leading practices; and present associated technical process components.
- ❖ Performing business process modeling, user experience modeling and basic technical architecture diagramming.
- ❖ Worked on projects completely build on custom lightning components hosted on Salesforce Community.
- ❖ Building and demonstrating Salesforce CPQ prototypes in Salesforce.
- ❖ Responsible for building functionality by creating Salesforce triggers and creating Visualforce pages , Apex Controller, based on the requirements of the customer.
- ❖ Contributed towards building customized applications by making the best use of point-and-click capabilities of the Salesforce platform.
- ❖ Responsible for controlling the implausible adaptability of these API's for integration of information and processes so the all the systems within the CRM can communicate efficiently.
- ❖ Responsible for designing new Salesforce solutions and come up with effective project execution plans.

EDUCATION QUALIFICATION

Degree	Institute/College/School, Location	University/Board	Year of Passing
P.G.D.M(Systems)	Sinhgad Institute Of Management	Autonomous	2012
Master In Computer Management	Sinhgad Institute Of Management	Pune University	2012
B.Sc	Dinabandhu Andrews College	Calcutta University	2010
H.S.C	Kendriya Vidyalaya Ballygunge	C.B.S.E	2007
S.S.C	Kendriya Vidyalaya Ballygunge	C.B.S.E	2005

PROFESSIONAL QUALIFICATION

- ❖ Certified **SALESFORE PLATFORM I DEVELOPER.**
- ❖ Certified **SALESFORE PLATFORM II DEVELOPER.**
- ❖ Certified **SALESFORE APP BUILDER.**
- ❖ Certified **DATA ARCHITECTURE AND MANAGEMENT DESIGNER.**
- ❖ Certified **SHARING AND VISIBILITY DESIGNER.**
- ❖ Certified **SALESFORCE APPLICATION ARCHITECT.**
- ❖ Certified **SALESFORCE IDENTITY AND ACCESS MANAGEMENT DESIGNER.**
- ❖ Certified **SALESFORCE INTEGRATION ARCHITECTURE DESIGNER.**
- ❖ Certified **SALESFORCE DEVELOPMENT LIFECYCLE AND DEPLOYMENT DESIGNER.**
- ❖ Certification In Diploma in Business System & Information Management.
- ❖ Certification In Network Technician (N+) from NIIT.
- ❖ Certification in C Language from NIIT.
- ❖ Certification in ASP.NET from HCL CDC.

ACHEIVEMENTS

- ❖ Won Inter school Drama Competition.
- ❖ Received Merit Certificate In Biotech Olympiad.

PROJECTS UNDERTAKEN

Title	Lender Loan Registration
Role	Salesforce Lead (Requirement Analysis, Design , Development ,Unit Testing and Deployment)
Team Size	6
Platform	Salesforce Community Cloud, Einstein Bot Integration, Google Recaptcha, Docusign Integration, Salesforce Lightning ,Visualforce Lightning Component, Apex Class, JavaScript, Lightning Record Page, Aura Component, Lightning Process Builder, REST API Integration
Duration	Arpil 2020 – till date

Description	This portal will provide the functionality to register user for loan on a bank portal. User will register themselves on the portal and go through different process of application to complete the procedure for loan approval.

Title	**Ivy Petra**
Role	Salesforce Lead (Requirement Analysis, Design , Development ,Unit Testing and Deployment)
Team Size	4
Platform	Salesforce Lightning ,Visualforce Lightning Component, Apex Class, JavaScript, Lightning Record Page, Aura Component, Lightning Process Builder, REST API Integration, EmpAPI
Duration	May 2019 – Arpil 2020
Description	The implementation is regarding integration for generating required business data for customers through Heroku along with Customization using aura component.

Title	**Interface CRM**
Role	Salesforce Lead (Requirement Analysis, Design , Development and Unit Testing)
Team Size	2
Platform	Salesforce CPQ(Steelbricks),Visualforce Lightning Component, Apex Class, JavaScript, Lightning Record Page, Aura Component, Lightning Process Builder
Duration	Nov 2018 – April 2019
Description	The purpose is to quickly and accurately generate quotes for orders allowing sales to deliver quotes quickly while maintaining fair discounts and price for its customer. Addtionally, the products are maintained as per the region and configured as such so that only specific sales user can access their region specific products to add in the quote as line items.

Title	**MercerForce**
Role	Salesforce Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	2
Platform	Visualforce Lightning Component, Apex Class, JavaScript, Lightning Record Page, Aura Component, Lightning Process Builder, Salesforce Communities, Social Media Integrations
Duration	June 2017 – till date
Description	The purpose is to provide the user from around the globe to maintain opportuities based on region and convert each opportunity into project before closing the opportunity .

Title	Mercer Harmonise
Role	Salesforce Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	2
Platform	Rest API, Streaming API, Visualforce Page, Apex Class, Live Agent Integration, Workflow, Approval Process, Apex Trigger, Email Templates
Duration	October 2016 – April 2017
Description	The main objective is to provide the customers for all age with the aspect of insurance scheme which would cover the health , finance and retirement protection .

Title	POC –Contact Center
Role	Salesforce Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	2
Platform	Rest API, Streaming API, Visualforce Page, Apex Class, Twilio Call Adapter Integration.
Duration	13 days
Description	This was a Proof of Concept on Service console.The project inlcudes on call helpdesk support to customer .

Title	POC - Healthcare
Role	Salesforce Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	1
Platform	Visualforce Lightning Component, Apex Class, JavaScript, Lightning Record Page.
Duration	10 days
Description	This was a Proof of Concept on healthcare domain. The project includes different sections which includes details of customer to plan and premium details that a customer can avail.

Title	Contact Center Head
Role	Salesforce Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	2

Platform	Visual Force page, Apex, Apex Trigger, Apex Scheduler, JavaScript, Data Loader.
Duration	May 2016 till September 2016.
Description	Contact Center is a multi-country implementation of Salesforce for the Organization to capture entire customer lifecycle. It includes lead capture through different Campaigns, converting the Leads to Customers, Lead assignment, sales process etc.

Title	**Hughes 4th gen COW & POW& Selfcare**
Role	Salesforce Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	5
Platform	Visual Force page, Apex, Visualforce Component, Apex Trigger, Apex Scheduler, JavaScript, Data Loader, Ant Migration Tool, Apex Tabs, Strikeiron. SFDC Configuration (Security Settings, Approval Process, Work Flow, Group/ Sharing Management, Reports)
Duration	February 2016 till April 2016
Description	The main objective was to provide the client a Customer ordering portal and Partner ordering portal for customer and partners to place order for a satalite brodband connection depending on their address and available satalites for that area.

Title	**Hughes SAGE**
Role	Salesforce Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	6
Platform	Visual Force page, Apex, Visualforce Component, Apex Trigger, Apex Scheduler, JavaScript, Data Loader, Ant Migration Tool, Apex Tabs, Barcode Zone(Appexchange), Strikeiron, SFDC Configuration (Security Settings, Approval Process, Work Flow, Group/ Sharing Management, Reports)
Duration	March 2015 to February 2016
Description	Hughes SAGE project is an e-commerce Salesforce application based on Cloud Craze. We consumed some third party web services & also exposed some web-services from Salesforce.

Title	**MarginFreeTrip.com**
Role	Java Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	3
Platform	JSP, Servlet, JDBC, JavaScript, MySQL on Windows.
Duration	July 2014 to November 2014.

Description	It is an Online Flight booking system. This is a web based suite revolving around online booking of flights for users and travel agents along with a admin who manages the agents.

Title	**Report Chart**
Role	Java Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	3
Platform	JSP, Servlet, JavaScript, Salesforce, Apex, SOQL, Data apex Wizard. Conga Template Merge Appexchange.
Duration	June 2013 to April 2014.
Description	Report cube gives the user effortless abilities to reveal and share insights about the data. While the user can easily open and explore a flat data file with Report cube, the more knowledge about the data is known, the better the experience will be and the faster the user will get to significant insights to share with others.

Title	**Shri Sai Medi Plus**
Role	Java Developer (Requirement Analysis, Design , Development and Unit Testing)
Team Size	2
Platform	JSP, Struts, Hibernate, JavaScript, Oracle on Windows
Duration	February 2013 to June 2013.
Description	Project is all about managing work process with in a hospital. It is an integrated client server application, which enables multiple users to work on a server.

PERSONAL DETAILS

- **Full Name :** Arnav Ray
- **Date of Birth :** June 20th 1990
- **Gender :** Male
- **Marital status :** Single
- **Area of Interest :** Discovery in Programming Language and R&D.

DECLARATION

I hereby declare that the above mentioned information is correct to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Kolkata   **ARNAV RAY**