Radhikay Banerjee

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Professional Summary

Skilled software development professional bringing four and a half years of experience in software design, development and integration. Advanced knowledge of Salesforce.com and Java.

TECHNICAL SKILLS:

Salesforce: Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.

Salesforce Tools: Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Platform (Sandbox and Production)

Integrating Tools: Apex Data Loader, Import Wizard, Data Export

Languages: Apex, Java, C, C++, SQL, SOQL, SOSL.

J2EE Technologies: JAVA 1.X, Servlets, JSP, JSTL, JDBC, Spring, EJB, Web Services, Log4j, Slf4j.

Web Technologies: HTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API

Databases: SQL Server, My SQL

Experience

July 2015 - April 2019 **Wipro Technologies, Bengaluru** - *Associate Consultant*

● Implemented and delivered projects under Agile Development Environment and Test Driven

Environments with large and small Team Projects.

- Extensively worked on Agile methodology and attended Daily status/standup meetings.
- Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
- Reviews and streamlined existing CRM to endure accurate adoption metrics reporting. Deactivating users to release licenses.
- Created user Roles and Profiles and given them Security controls and shared settings.
- Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports.
- Also created Reports for custom financial data of current and potential portfolio.
- Authorized access to data, financial data and overall better customer security facilities.
- Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Apex classes & Triggers, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
- Defined the lookup relationship and master-detail relationship on the objects that helps in associating the record and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
- Authorized access to data, financial data and overall better customer security facilities.
- Involved in CPQ implementation and customizations around the app exchange.
- Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirements for the application of the Salesforce CRM with the Customer Portal.
- Involved in Developing, Testing and Deploying the application in UAT and QA servers.
- Written Triggers an order to process incoming service e-mail requests from customers to automatically create new case records.
- Created various Reports (Summary reports, Matrix reports, Pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various reports and door different user profiles based on the need in the organization.
- Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
- Performed administrative tasks like Data management, User management (Creating and managing roles, profiles and users).
- Migrated financial transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
- Migrating Components to different environments using ANT Eclipse and Change Sets.
- Integrated Salesforce.com with an external application using SOAP, REST based web

services.
- Used REST API for implementing Web Service Definition Language(WSDL) in the application for access to data from external systems and web sites.
- Used SOQL and SOSL for data manipulation.
- Designed web pages in Visualforce for capturing various customer's data.
- Developed User Interface using Apex controllers, VisualForce and Force.com IDE
- Created the Reports and Dashboards as per the business requirements.
- Migrated data from Excel and CSV files to SFDC using Data Loader and Data Import Wizard.
- Maintained Sandbox Environment for QA Activities.
- Created and Updated Process Builder based on the requirements.
- Migrated the code/components from Sandbox to other Sandbox using Change set.
- Experience with Salesforce Service cloud implementation and Sales cloud.
- Coordinate with the test team and provide the application flow demo before the test team starts Testing.
- Developed a SOAP UI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.

- Proficiency in Object Oriented Languages like C++, Java, MVC, JSP, Servlets and other Java technologies. Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.

Project Details :

Project Name/Client Name : Aligned Energy

Role : Developer

Team Size : 3

Description :

Aligned Energy being a company which delivered data centers like a utility used Salesforce CRM to consolidate all of its customer data and it's Business data with the help of standard objects like Leads, Account, Contact and Opportunities.

Responsibilities :

- Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities and Lead.
- Created Page Layouts to organize fields, custom links and Buttons, related lists, and other components on record pages.
- As an Administrator, Implemented various advanced fields like Pick list Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom Pick list fields.
- Application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
- Defined objects and Field Level Security for different profiles.
- Wrote an Apex Triggers for cross object field update for reporting purposes.
- Enhanced Apex Classes and VisualForce Pages to create a custom Related List, showing activities for

selected contacts or clients.

- Performed other administrative tasks such as managing Accounts, Contacts and Cases, setting workflows and approval process for approving new accounts and other business process.
- Created and maintained Reports and Dashboards to provide fast access to key business metrics.
- Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
- Used Apex data loader to Insert, Update, and Import data from Microsoft Excel into Salesforce.com.

Project Name/Client Name : Hibu(previously known as Yell Adworks)

Role : Developer

Team Size : 8

Description :

Hibu Inc. is one of the leading providers of digital marketing solutions to local businesses across the US. They use Salesforce Sales and Service cloud where starting from getting the leads from other system to converting it into a customer to placing orders and tracking the order placement at each step to managing all the service related things. Daily tasks are created for the reps so that the reps can get in touch with the customers and also bring more business.All of this is done using standard objects like Leads, Account, Opportunity, Case, Contact, Products and multiple other custom objects.

Responsibilities :

- Creation of Visual Force page and Apex classes.
- As a part of Administrative tasks Created custom objects, custom Fields, Validation Rules, and formula fields.
- Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
- Implemented various advanced fields like Pick list Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom Pick list fields.
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
- Defined Org wide default to restrict access to users on Records.
- Created Visual force pages, Apex Triggers, Apex Classes, Test Methods and Workflows.
- Experience in writing Test methods for unit testing and deployment.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created validation rule, workflow rule and outbound messages.
- Reports and Dashboards Involved in the design of the application. Worked closely with business analysts, and team members.
- Involved in creating the objects, tabs, fields, and formulas
- Import/Export records to salesforce via Data loader
- Developed application using Apex Controller, VisualForce pages.
- Migrating Components to different environments using ANT, Sourcetree,bitbucket,Jenkins and Change Sets.
- Involved in CPQ implementation and customizations around the app exchange.

April 2019 - Present **Taylor & Francis Books India Pvt. Ltd, Bengaluru** -
Salesforce Developer

Responsibilities :

- Upgraded apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- Retrieved data and its functionality from Third-Party API's and displayed within the lightning component.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
- Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
- Used refined global search in Lightning by developing Apex classes and Controllers.
- Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
- Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
- Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
- Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
- Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
- Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
- Used field level security along with page layouts in Lightning to manage access to certain fields.
- Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
- Worked on Integrating systems using SOAP and REST API's.
- Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

Education

SNo	Qualification	Institution	Grade(%)
1	10th	Sophia Girls School	82.4
2	12th	Sophia Girls School	86.0
3	BSc(Hons) Computer Science	Kalindi College(University of Delhi)	67.67

Certification :

● Java Certified Professional from NIIT