

Soumendu Sarkar

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EXPERIENCE SUMMARY:

Over **4+** years of experience in the **Salesforce CRM** platform both as **Developer and Admin**. Overall **10+** years of experience in IT industry.

- Good understanding on **Apex development** in creating **data model, Custom Objects, Tabs, Quick Actions, Record types, Page Layout, Triggers, Apex Classes, Async Apex, Rest Api Integration**.
- Good knowledge on **App Builder, dynamic form, Lightning Web Component (LWC), report and dashboard**.
- Excellent understanding of security and sharing settings - **OWD, Profile, Permission set, role hierarchy, sharing rule, manual sharing and apex sharing**.
- Good understanding in object relationship – **Master details, lookup**.
- Experienced in building **Custom Applications and Administration** using standard objects and custom objects.
- Strong practical expertise on Force.com, **Validation Rules, Workflows, Approval Process, Process builder and salesforce flow**.
- Used **Rest Api integration** and different authorization technique like **OpenID connect, SAML, Salesforce CMS integration** in project.
- Hands-on experience in customizing/testing in **Sales Cloud, Service Cloud and Experience Cloud**.
- Worked on **implementation, maintenance and scratch** projects.
- Have knowledge on **Html, bootstrap, CSS, JavaScript**.
- Experience in **Development, Administration** in Salesforce.com.
- Trailblazer profile - <https://trailblazer.me/id/sarkar88>
- Used Data loader for Data migration on force.com platform.
- Used **CICD pipeline** and **ANT** for deployment.
- Experienced in handling different phases of SDLC including Requirements gathering, grooming, Analysis, Solution Designing, Development, Deployment and Maintenance, Documentation. Strong knowledge of **Agile, Waterfall** methodologies. Strong understanding of System architecture.
- Good Teamwork spirit, Strong Analytical and problem-solving skills with Finance and ERP domain working experience.
- Flexible to adapt to any new environment and work on any project.
- Strong communication exposure with USA/UK clients from last 10 years.
- Have experience in **ETL tools** like MSBI & Ab Initio.
- Used different tools throw out my professional career like – VS Code, TFS, GIT, bitbucket, Microsoft Azure, Azure DevOps, workbench, postman, Pac2000, Service Now.
- Before moving my career into Salesforce, I was working as .Net developer and used C#, SQL, MSBI, Microservice in project.

CERTIFICATIONS:

Salesforce Certified Administrator (Credential ID 22962152)
Salesforce Certified Platform Developer I (Credential ID 22977489)

EMPLOYMENT HISTORY:

- Working in **Deloitte USI** from May 2022 to till Date as Senior Consultant.
- Worked in **Wells Fargo India** (EGS - Bangalore) from August 2015 to May 2022 as Senior Technology Specialist (Current Job Role).
 - Jun 2019 to May 2022 working as Sr. Salesforce Developer Role.
 - Apr 2017 to Jan 2019 working as Lead .Net Developer Role.
 - Aug 2015 to Mar 2017 working as Sr. .Net Developer Role.
- Worked in **Sonata Software Limited** from September 2013 to July 2015 as Systems Analyst.
- Worked in **Maintec Technology Pvt. Ltd.** from October 2011 to Aug 2013 as Associate Programmer Analyst.

PROFESSIONAL EXPERIENCE:

| Project | ACG (Auto Club Group) |
|--------------|---|
| Organization | Deloitte USI |
| Period | Feb 2023 – till date |
| Description | It a very big project with multiple modules like travel, insurance, roadside assistance etc. It provides B2C CRM solution where multiple cloud involved like Sales Cloud, Service Cloud, Finance Cloud, FSL etc. I was supporting travel module. |
| Role | <ul style="list-style-type: none">- Worked as Team Lead with the team size of 3.- Worked on service now issues, analysis the requirement and assign to other developers.- If the issues required development effort, then will create JIRA story on business approval.- Work with BA to analyse the requirement. |

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| | <ul style="list-style-type: none"> - Groom story and estimate. - Assign the work with developers also worked on JIRA story. - Peer review, review pre and post deployment steps and deployment. |
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| Project | MVW (Mariott Vacation Worldwide) |
|--------------|---|
| Organization | Deloitte USI |
| Period | June 2022 – Feb 2023 |
| Description | It was a scratch project for subscription-based resort booking. Where multiple cloud and systems are involved. It is a B2C solution where user experience is based on experience cloud and we integrate it with AWS to pull the centralize data. We used sales service and commerce cloud for sales and service agent and implemented backend logic in Apex. |
| Role | <ul style="list-style-type: none"> - Worked as Associate Team Lead with the team size of 4 (apart from we have 2 FE and 2 BA in the team). - Requirement discussion with client and architect. - Work with BA to analyse the requirement. - Groom story and estimate. - Work on SF backend (Apex, LWC, Integration) and admin Jira story and help others if there anyone stuck. - Peer review, review pre and post deployment steps and deployment. |

| Project | Wealth Management |
|--------------|--|
| Organization | Wells Fargo |
| Period | Aug 2019 – Apr 2022 |
| Description | It's basically a CRM solution with wide range of financial products. It has multiple modules. I worked on Wholesale and Wealth management on sales and service cloud. |
| Role | <ul style="list-style-type: none"> - Involved in Requirements gathering and clarification. - Working as backup team lead and took ownership / primary contact of the application. - Setup a role hierarchy and sharing settings and user profiles. - Created approval process, Validation rules & Automation process like Process builder and visual flow. - Customization and developing Lightning Components using LWC. - Used sync and async apex class and triggers to implement custom functionalities. - Created test class for test coverage and Perform unit testing for the Quality Assurance. - Used Data loader for data migration. - POC/Project Development. |

- (May 2016 – Jun 2019) – Worked on migration project for Ab Initio to SSIS migration and rewrite multiple legacy application in Microservice, C#, SQL and deployed on Azure. (Client- Wells Fargo Bank)
- (Aug 2015 – May 2016) – Developed test data management tools using C#, SQL, MSBI. (Client- Wells Fargo Bank)
- (Sep 2013 – July 2015) - Customizing CRM B2B solution developed in .Net. It helps customized order management, customized laptop/desktop configuration for clients. (Client- Dell International)
- (Nov 2011 – Aug 2013) - Working on support and maintenance .Net project which is add on module of Peoplesoft ERP project (Client- Oracle financial Services)

ACHIEVEMENTS:

- Received Achieving Excellence- III Award on 2017.
- Wells Fargo champions award on 2019.
- Many shared success award and appreciation from client.

ACADEMIC QUALIFICATION:

- B-tech in Computer Science Engineering (2006-2010) from Dumkal Institute of Engineering and Technology (Affiliated by AICTE and UGC) under W.B.U.T University with 73.9% aggregate.
- Attended 1 month of Training on Cryptography from Indian Statistical Institute (ISI- Kolkata).
- Higher Secondary Examination on 2006 under W.B.C.H.S.E with 60.00% aggregate.
- Madhyamik Examination on 2004 under W.B.B.S.E with 76.12% aggregate.