SAJAN GHOSH
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CAREER OBJECTIVE

- To build a successful career by implementing my knowledge and working for the betterment of the company
- To improvise the technology and be useful to the nation.

CERTIFICATION DETAILS

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I
- Copado Certified Administrator
- Flosum Certified Professional

PROFESSIONAL EXPERIENCE

- Total 5.09 years of IT experience as Salesforce Developer on Sales and Service cloud.
- Worked as a Salesforce Developer in **TATA Consultancy Services** for 3.11 years.
- Worked as a Senior Salesforce Consultant in **JK Tech** for 1 year.
- Working as a Senior Salesforce Consultant in **Camsdata Technologies** for 10 months.
- **Salesforce** - Good knowledge and hands-on experience in Apex, Aura, LWC, Configuration (validation rules, workflows, process builders, flows, security & sharing rules, approval process, email- to-case).
- Flexible and quick learner with skills to work under pressure.
- Highly organized with the ability to meet deadlines and a smart worker.
- Have working experience with ticketing tool Service Now (SNOW) and Remedy.

TECHNICAL SKILLS

- Applications : Salesforce CRM
- Salesforce Technical Areas : LWC, Aura, Flows, Apex, Triggers, Process Builders, Sales and Service Cloud, Configurations, Batch classes, Test classes, REST APIs.
- Languages : Javascript, Apex, Aura
- Tools : Data Loader, Workbench, Copado, Git Hub, Tortoise SVN, Change Set

ORGANIZATIONAL EXPERIENCE

Project Experience:

- Replacing Apttus CPQ tool with Standard Quote tool in Salesforce
- Worked on SSO implementation.
- Development using Aura and LWC.
- Experience with providing customized solution to business using Flows.
- Worked on Workflows, Process Builders, Triggers and Apex classes.
- Created Custom fields, Record Types, Page Layouts, Buttons to fulfill business requirements.
- Creating and helping clients with Reports and Dashboards.

Client 1 (Thomson Reuters) : 4 years
- Industry - Legal (Sales and Service Cloud)
- Create and Modify Custom objects based on requirement
- Case management
- Provide detail reports and dasboards
- Use of various configuration tools

Client 2 (Global Foundries) : 1 year
- Industry - Semiconductor (Sales Cloud)
- Creating new Flows for automation processes
- Creating LWC components
- Provide detail reports and dasboard

Client 3 (SONY) : 10 months
- Industry - Sony Products (Sales and Service Clouds)
- Customize standard Quote Tool as per requirement
- Customize Web-To-Lead process
- Handling Lead Conversion process
- Communities and Site pages

Responsibilities:

- Getting in touch with the business to know the ongoing issues and resolve them within the deadline.
- Identifying the repetitive issue and reporting them to the automation team to automate the solutions.
- Connecting with the business to know the requirements and delivering them mostly by using out of the box features.
- Gathering, Understanding the new requirements from the Business Team.
- Designing technical approach and documentation for the new requirements.
- Developing business logic and enhancing according to the Design document.
- Testing the components developed and writing the unit test cases for the same.
- Deploying from Sandbox to other environments using SVN, Copado and Change Sets.
- Working along with QA team in resolving the defects found on higher environments.
- Providing knowledge and mentoring the teammates as required.
- Responsible for the timely releases of the projects to Production.

EDUCATION QUALIFICATIONS

Course	Institution	Board / University	DGPA/ Percentage	Passing Year
M.Tech (CSE)	HIT	Autonomous	7.88	2017
B.Tech (CSE)	SKFGI	WBUT	7.71	2015
XII (Science)	TIGPS	CBSE	62.2	2011
X (General)	TIGPS	CBSE	78	2009

PERSONAL DETAILS

Date of Birth : 10-11-1993
Father's Name : Late Pradip Kumar Ghosh
Maritial Status : Single
Languages known : English, Hindi and Bengali