

SALESFORCE CERTIFIED 	SALESFORCE CERTIFIED 	SALESFORCE CERTIFIED 	SALESFORCE CERTIFIED 
Platform App Builder	Platform Developer I	Einstein Analytics and Discovery Consultant	JavaScript Developer I

Summary

- Having 7 plus years of experience in Salesforce.com and Force.com platform as a Sr.Developer/lead.
- Work directly with Business POC's and perform development, testing, implementation and documentation relates to the Salesforce.com development.
- Worked closely with multiple clients of different countries which include vast number of projects.
- Was conferred with Employee of the quarter award.
- Developed and configured Lightning and force.com Communities, Sales, Marketing, Customer Service and Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
- Basic Knowledge on Salesforce Einstein analytics.
- Excellent skills in creating/troubleshooting/modifying Lightning Web components, lightning components, Lightning Events, Apex code and visual force pages, Salesforce Integration with third party applications, Asynchronous apex which include batch apex, queueable apex, Future method etc.
- Worked on the Security model using Profiles, Roles and Sharing Model .
- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- Strong knowledge on Administration setup, Apex, Visual Force and experience with different SFDC development tools like Force.com and integration tools like Apex Data Loader.
- Proficient in dealing with functionalities related to sales cloud &service cloud, Marketing cloud, Community Cloud.
- Have good knowledge in nodeJs framework, Webpack, Express.

Education Qualifications

- B.Tech in Information Technology from West Bengal University of Technology with CGPA: 7.74.

Professional Experience:

- Currently working with Aircall, Gurgaon, Jan 2022 - till date
- Worked with Publicis Sapien, Gurgaon, Nov 2020 - Dec 2021
- Worked with R Systems International Ltd, March 2019 - Oct 2020
- Worked with Wake 'N' Code Technologies, Gurgaon, June 2017 - Feb 2019
- Worked with Global information systems technology Pvt Ltd, Gurgaon, Feb 2016 - June 2017

Work Experience

Client: Aircall

Date: Jan 2022 – Till Date

Role: Sr Salesforce Developer/Lead

Team Size: 12

Description: The Aircall CTI application works in conjunction with Aircall's Salesforce integration and Aircall Telephony. The CTI provides a softphone-based interface inside Salesforce which allows users to make and receive calls, set availability status, automatic record matching and access call history without switching the context to the Aircall app.

Roles & Responsibilities:

- Performed code reviews and helped team to incorporate good coding practices .
- Engaged throughout end to end process for clients from requirement gathering to deployment.
- Built LWC and aura components for Product scheduling, approvals, purchase process and other use cases.
- Implement Open CTI phone app using lightning aura component and service cloud voice
- Used **gitlab** for DevOps.

Client: United Parcel Service, USA

Date: Nov 2020 – Dec 2021

Role: Sr Salesforce Developer/Lead

Team Size: 16

Description: UPS is a solution to be use by its customers across the world. It is based on service cloud. Currently it is being used by around half a million customers across the globe.

Roles & Responsibilities:

- Created Lightning web components, Lightning aura components, Apex classes, etc to achieve user's desired functionality.
- Used **TFS** (Team Foundation Service) for DevOps.
- Have good experience and working knowledge on ES6 JavaScript and implemented in the various lightning components.
- Collaborate with the business analyst and client to refine their requirements for developer and architecture integration.
- Was involved in development, creating tickets, requirement gathering, analysis, discussion with client.
- Developed various Apex classes, LWC, AURA lightning components for various functional needs in the application.

Client: Greater Cincinnati Foundation, USA (Cincinnati)

Date: April 2019 – Oct 2020

Role: Sr/Salesforce Developer/Lead

Team Size: 5

Description: GCF Giving Connection is a solution to be use by The Greater Cincinnati Foundation. This system will act as a front end to Sales force system, which is currently in use at organization level. This system will provide features like Donor Management, Campaign Assessment, Interested Party Management and Funds Management.

Roles & Responsibilities:

- Developed and customized Lightning Components, Lightning Web components and Lightning Events.
- Used JIRA to track the project.
- Developed Lightning components, Apex triggers, classes, VF pages to achieve user's desired functionality and have written the dependent test classes.
- Included Covid-19 in community.
- Developed Web Service Callouts from Salesforce to External Applications using REST API.
- Implemented PayPal on the community.
- Involved in Deployment, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.
- Collaborate with developers to test and verify that solutions will meet the business requirements.
- Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end-user training.
- Perform product upgrades; re-implement solutions to move customers away from customizations into the core out of the box product features.
- Worked with customer success managers to provide updates to customers, clarify requirements and level of hours.
- Configured CMS in community.

Client: Multiple small projects (Jacuraso, Blue Apple)

Date: June 2017 – Feb 2019

Role: Sr. Salesforce Developer

Team Size: 2

Roles & Responsibilities:

- Designed and developed Lightning pages, applications using lightning components.
- Worked closely on sales and marketing Process of salesforce.
- Designed and developed complex triggers.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Excellent understanding of Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
- Force.com:- Experience in SFDC Development using Lightning components, Apex classes, App builder.

Client: African Leadership University, Rwanda

Date: June 2017 – Feb 2019

Role: Sales force Developer

Team Size: 3

Roles & Responsibilities:

- Designed and developed Force.com Site.
- Widely worked on Visual force pages, apex classes, triggers, Process builder.

- Integrated salesforce with Amazon Web service, Slack (chat app), Stripe (Online Payment Gateway), Twilio (phone App), SMS Magic (used to send inbound and outbound message), many more.
- Designed and developed communities.
- To track the project used Trello application.
- Worked on JavaScript Remoting and have vastly used in force.com site application.
- Created the Validation Rules, Approval Process, work flows for automated lead routing, lead escalation and Email Alerts. Designed and developed Apex Triggers for various functional needs in the application.
- Widely worked on Visualforce pages to build Login Page, communities' pages using Visualforce and apex.
- Force.com:- Experience in SFDC Development using Apex classes, StandardSetController , Standard Controller.

Client: Internal

Date: Feb 2016 – June 2017

Role: Software Developer

Team Size: 4

Roles & Responsibilities:

- Developed business knowledge in CRM (working on Salesforce CRM).
- Writing complex queries in SQL using TOAD tool for analyzing business on weekly basis.
- Worked on various sales force objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
- Also Expertise on Pardot, Geopointe.
- Configured Case management and sales process for the business.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.