

ANUJ MALLICK

Salesforce Developer | Software Engineer

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📍 Kolkata, India

📅 30/12/1999

PROFESSIONAL SUMMARY

Certified Salesforce professional having 2+ years of experience with a proven track record in custom development and administration. Seeking to leverage expertise in Salesforce Development to drive CRM solutions and enhance business efficiency.

WORK EXPERIENCE

Associate II - Software Engineer

Capgemini

📅 07/2024 - Present 📍 Gurgaon, India

Role: Salesforce Developer

- Worked on custom development for enhancement of a Salesforce-based CRM system for Itron specializing in smart metering solutions.

Associate I - Software Engineer

Capgemini

📅 10/2022 - 06/2024 📍 Gurgaon, India

Role: Salesforce Administrator, Salesforce Developer

- Administered the implementation and optimization of a Salesforce CRM system for Itron specializing in smart metering solutions.
- Worked on the enhancement of the CRM system with custom development.

PROJECTS

CRM System Enhancement for Itron (Salesforce Development)

The project focused on creating dynamic and user-friendly interfaces for managing smart meter data, custom oriented data and providing actionable insights along with data processing as per client's requirements.

Key Responsibilities:

- Custom development, Implementing custom lightning components with Lightning Web Components (LWC), data processing through apex triggers, scheduled bulk data processing with asynchronous apex by implementing various interfaces, creating test classes for Apex classes/triggers, embedding lightning flows and LWC components together, implementing change requests after client interactions.

CRM System Implementation for Itron (Salesforce Administration)

The project focused on configuring Salesforce to manage smart meter data, improving customer service operations, and ensuring effective data reporting and analytics and user management.

Key Responsibilities:

- Maintaining solution design documents, system configuration, user management, data quality and maintenance, reporting and analytics, process automation, creating flow solutions and approval processes, maintaining role hierarchy, security, and sharing rules.

KEY ACHIEVEMENTS

Salesforce Developer Role

Enhanced User Experience: Successfully developed and deployed LWC-based interfaces that improved user interaction with smart meter data, leading to a increase in client satisfaction and efficiency.

Efficient Performance: Optimized LWC components and Apex code, resulting in improvement in system performance and responsiveness, even with large volumes of meter data.

Salesforce Administrator Role

Enhanced Data and Process Management: Successfully configured Salesforce to manage and track over 50,000 smart meter records, improving data accuracy and operational efficiency. Also, Automated routine tasks and service requests, reducing manual effort and enhancing overall process efficiency.

Improved Reporting: Developed comprehensive reporting solutions, providing relevant insights into meter usage and service performance, which led to improvement in operational decision making.

SKILLS

Administration

Salesforce CRM SFDC Lightning Data Loader

Data Security Data Management Reports

Dashboards Flows Process Automation

User Management Configuration Security

AppExchange External System Integration

Problem Solving Requirement Analysis

Development

Core Java Apex SOQL SOSL Triggers

Asynchronous Apex Unit Testing Force.com

Lightning Web Components (LWC) UI/UX

HTML CSS JavaScript VS Code Git

Azure DevOps REST APIs API Integration

Workbench Change Sets Best Practices

CERTIFICATIONS

Trailhead Certification:

Salesforce Certified Administrator

IBM Certification:

Introduction to Cloud Development with HTML, CSS, and JavaScript (a course of study offered by IBM)

EDUCATION

Master of Computer Applications (MCA)

Maulana Abul Kalam Azad University of Technology, West Bengal

📅 2020 - 2022 📍 West Bengal, India

CGPA

9.85 / 10

ACADEMIC PROJECT

Online Departmental Class Management System

A web application for managing teachers-students blended learning platform with study materials along with assessments and grading system.

Tech stack: HTML, CSS, JavaScript, PHP, MySQL

IDEs & tools: VS Code, phpMyAdmin

LANGUAGES

English, Bengali, Hindi

English: Full Professional Proficiency

Bengali: Native or Bilingual Proficiency

Hindi: Limited Working Proficiency