



CONTACT



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SUMMARY

Salesforce Developer/Administrator with over 3.3 years of experience in designing, developing, and deploying solutions on the Salesforce platform. Expertise in custom applications, integrations, data pipelines, and data modelling. Adept at implementing data governance, security best practices, and providing technical support. Proficient in troubleshooting, debugging, and performance tuning Salesforce solutions.

SKILLS

- **Salesforce:** Salesforce Data Cloud, Salesforce Service Cloud, Salesforce Sales Cloud, CPQ, Salesforce Data Loader
- **Programming Languages:** Basic Apex, SQL
- **Tools and Technologies:** Salesforce Platform, Visual Studio Code, GitHub, AutoRABIT, JIRA, MS Office
- Communication
- Problem-solving
- Detail-oriented
- Attentive Learner
- Adaptability
- Retentive



EXPERIENCE

Salesforce Administrator/Developer Mphasis - Pune, Maharashtra
03/2021 - Current

- Designed, developed, and deployed solutions on the Salesforce platform, focusing on custom applications and integrations.
- Collaborated with stakeholders to gather requirements and translate them into technical specifications.
- Built and optimized data models to support business processes and reporting needs.
- Implemented data governance and security best practices to ensure data integrity and compliance.
- Performed troubleshooting, debugging, and performance tuning of Salesforce solutions.
- Provided technical guidance and support to team members and end-users.
- Documented solution designs, configurations, and customizations.

Key Projects:

▪ **Public Wealth Management (PWM):**

Customized Salesforce to meet the specific needs of wealth managers, including custom objects, fields, and page layouts.

Developed and maintained workflow rules, validation rules, and process builders to streamline client management processes.

Created custom reports and dashboards to provide real-time insights into client portfolios and performance.

Conducted training sessions for wealth managers and support staff, enhancing their ability to leverage Salesforce effectively.

▪ **Case Management:**

Configured case management settings, including case assignment rules, escalation rules, and auto-response rules.

Utilized Service Cloud features such as Omni-Channel, Knowledge Base, and Macros to enhance support efficiency.

Set up and maintained Email-to-Case functionality to streamline the case creation process.

Developed and maintained service performance dashboards and reports to monitor key metrics such as case resolution time, customer satisfaction, and agent productivity.



CERTIFICATIONS

Salesforce Administrator, 09/2021, Present



EDUCATION

B.Tech: Computer Science & Engineering

Academy of Technology - Hooghly, West Bengal, India, 2020

GPA: 8.44

12th (CBSE): Science

MDB DAV Public School - Bankura, WB, 2016