Joydeep Banerjee

SUMMARY

Certified Salesforce Developer with more than 3 years of experience in multiple clouds including Sales Cloud, Data Cloud and Service Cloud. Expertise includes development, analysis, design, testing, and implementation of various applications, coupled with a strong focus on customization and configuration.

TECHNICAL SKILLS

Languages:

Apex, Java, SOQL, HTML, XML, CSS, JavaScript

SFDC Skills:

Lightning Experience, Apex Classes, Apex Test Classes, Triggers, Flows, SOQL, Security Model, Sales Cloud, Data Cloud, LWC (Lightning Web Component)

IDE & Tools:

 VSCode, Data Loader, GIT, JIRA, ServiceNow

WORK HISTORY

Associate Consultant
Infosys Ltd

12/07/2021 - Present

Key Responsibilities:

- **Requirement Analysis and Priotization:** Thoroughly understood project needs through comprehensive analysis of functional and non-functional requirements in an agile environment. Prioritized tasks to enable effective project planning and execution.

- **Development and Artifact Review:** Proactively engaged in development, conducting code, documentation, and unit test script reviews. Ensured adherence to coding best practices and quality standards. Performed validation activities, including functional, system, and user iexperience testing, to deliver high-quality solutions.

CONTACT

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PERSONAL DETAILS

Date of Birth	:	23/11/1999
Passport	:	Yes
TrailheadID	:	/jdbanerjee

SKILLS

Sales Cloud
● ● ● ● ●

Salesforce Customisation
● ● ● ● ○

Lightning Web Component
● ● ● ● ○

Data Cloud
● ● ● ● ○

Salesforce Administration
● ● ● ● ●

ACHIEVEMENTS

Double Star Ranger in Trailhead with more than 1.5 lakh points.

Got appreciated by Clients on multiple occasions for proactiveness, efficient work and quick bug fixes.

- **Project Deliverables:** Assisted in application deployment, ensuring successful deployments. Conducted evaluations to assess conformance to architecture requirements and industry standards.

PROJECTS

Europe based Automative Sales Cloud Project:

Development:

- Leveraged Salesforce product suites like Sales, Service and Community to build a custom solution to cater to Automotive requirements.

- Implemented Apex code adhering to industry standards for robust Salesforce solutions.

- Acted as a **Solution Designer** to provide functional solutions and refined User Stories for development.

- Handled Clients one on one to provide them solutions on Brainstorming sessions.

- Worked on LWC, Scheduled Batch Jobs for various requirements.

- Worked on Europe based concepts like General Data Protection Regulation (GDPR) to anonymize and delete customer data based on their consent.

- Managed translations for various languages by utilizing them in custom labels and used them into flows and Apex logics.

- Utilized Screen flows to create form based components for Customer Care Agents.

- Debugged and resolved defects to ensure system stability and functionality while optimizing code for improved performance and maintainability.

- Conducted POC on Salesforce Data Cloud to integrate it with the client's business processes and meet specific requirements.

Production Support:

- Provided short-term support as part of the Production Support team, resolving issues and ensuring system reliability.

- Performed Data sharing and Data Retrofit Activities.

Release Management:

- Worked in the Release Management team, managing feature and source branches in GIT, handling merge conflicts, performing deployments and pre/post-deployment/destructive activities.

- Maintaining integration with external systems.

- Reviewing and analyzing Release Updates.

LANGUAGES

English, Hindi, Bengali

American Chipset Giant Marketplace Project:

- Worked on Sales Cloud, Community Cloud, Customizations, Salesforce Lightning and Platform Capabilities.

- Contributed in development of Lightning Web Components, enhancing the visual representation of products on the client's marketplace site.

- Implemented Salesforce Experience Cloud to create dynamic and responsive user interfaces enhancing the visual representation of products on the client's marketplace site

- Monitoring and fixing Error logs.

- Worked on structuring user roles, security models, profiles, permission sets, flows, page layouts, flexi-page and managed ongoing change request.

- Worked on platform events using flows to publish data for external systems.

- Implemented Validation Rules to enforce data accuracy, integrity and compliance with business requirement.

- Conducted unit testing to validate functionality and ensure high-quality delivery.

CERTIFICATIONS

Salesforce Certified Administrator

Salesforce Certified Platform Developer 1

Salesforce Certified Javascript Developer 1

Salesforce Certified Associate

Salesforce Certified AI Associate

Salesforce Certified Sales Cloud Consultant

Salesforce Certified Data Cloud Consultant

EDUCATION

B.Tech in Computer Science and Engineering   2021

SRM University, Chennai

8.18 CGPA