

# SUDESHNA SAHA

Growth-driven professional targeting challenging assignments with an organisation of high repute.



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16-06-1993



## PROFILE SUMMARY

- Working experience of 4+ years in Salesforce Lightning and Classic.
- SFDC development experience using Lightning Framework, Synchronous and Asynchronous Apex Classes, Triggers, VisualForce pages, REST APIs, SSO and SOQL.
- Working with management and end-users to create and implement platform functionality includes Security (Object, Field and Record level); Business Process Automation (Approval Process, Workflow Rule, Process Builder); Reports and Dashboards; User(Profile, Permission set, Role).
- Experienced in Data Migration using Data Loader.
- Knowledge of Custom Object, Custom Tabs, Lightning App Builder, Custom Fields, Page Layouts, Relationships and Record Types.
- Experience with Agile development methodologies such as SCRUM.
- Experience in C programming, web designing and Database SQL..
- Source Code Management – Visual Studio Code, BitBucket, SVN, Git and Github.
- Build Tool - Using Ant for the build process, Change set
- Configuration – Salesforce Configuration.



## JOB ROLE AND RESPONSIBILITIES

### Salesforce Developer – (September, 2017 – Present)

- Working on Various Components: Design Discussion, Build Demo, Unit testing and follow up till Production.
- Work directly with Business POC's and independently perform development, testing, implementation and documentation.
- Writing REST APIs, Batch Apex, Lightning Components, Apex Classes (Sync. and Async.) and triggers, JavaScript Controllers, Visualforce Pages and Lightning Web Components.
- Creating custom objects/fields, writing workflows, validation rules, Configuration, Process Builder, Security and Sharing Settings.
- Understanding the current system.
- Gathering the user stories and mapping with the salesforce existing or out of box functionality.
- Worked on Salesforce Lightning framework.
- Involved in Business Analysis, Project estimation and creating functional documents.
- Engaged with Direct Client Discussions, SCRUM Practices, Team Management and task allocation.

### IT Developer – (April, 2016 – September, 2017)

- Worked on 17 Requirements: Design Discussing, Build Demo, Unit testing, and followed up till Production.
- Wrote 1 VisualForce page and its Apex class end to end, several Apex class enhancement and test classes.
- Created Search Project page which has the ability to get required Project from millions of Project data. This covers 100% test coverage with all possibilities. Provides the user to enter his filter condition and get more precise result.
- Created custom objects/fields, Worked with workflows, validation rules, Configuration, Triggers, apex classes and developed VisualForce Pages.



## IT SKILLS

- Programming Languages: C\*, APEX\*, VisualForce\*, C++, HTML, JavaScript
- Database: Oracle Database \*10g: Introduction to SQL
- Operating Systems: Windows XP/7/8/10, Linux
- Software: MS Office, Microsoft Visual studio, Postman, MavensMate
- Technology: SFDC (Classic, Lightning, LWC)



## CERTIFICATIONS

- Appreciated with “Best Client Dealing” from Krish Compusoft Services, Pvt. Ltd.
- Salesforce Certified Platform Developer 1.
- Trained in Salesforce Configuration.
- Certification on “Oracle Database 10g: Introduction to SQL”.
- Certificate of Merit in “C Programming” by APTECH Computer Education.
- Certificate of Merit in “C++ Programming” by APTECH Computer Education.
- Certificate of Merit in “HTML, DHTML, JavaScript” by APTECH Computer Education.



## ACADEMIC PROFILE

B.E (2011-15),  
Computer Science and Eng., 68.13%  
Visvesvaraya Technological University

XII (2010-11), 75.00%  
Central Board of Secondary Education

X (2008-09) 83.40%  
Central Board of Secondary Education



## CORE CAPABILITIES

Project Planning	Code Management
Collaboration	Project Management
Development	System Administration
Problem Solving	Presentation
Excel, PowerPoint	Client Engagement
Adaptability	Big-Picture Thinking



## ORGANISATIONAL EXPERIENCE

### **Name of Project: MedUSA – Ashley Guest**

- Ashley Guest is an American furniture store chain that sells Ashley Furniture products. MedUSA which is also termed as Ashley guest is a Native application built on top of salesforce.
- When new customer comes to Ashley store to buy some furniture, the RSA (Retail Sales Associate) greets the customer and add a new guest on the MedUSA. There can be a lot of other information like Facebook, twitter and other Social media information which can be entered.
- It takes the purchase details which then gets synced with Salesforce Database. Also helps the Retail Sales Associate to place the Customer Orders till the transaction. The application helps with the Product catalogue as well.

### **Name of Project: CONCIERGE – Ashley HomeStore – Customer Service**

- Ashley HomeStore Customer Care Service is Service after Sales Application.
- It makes Customer Service life easy by helping in creating and maintaining Customer Service request in Salesforce.
- It maintains both Sales and Service Cloud. Where Service cloud takes care of Case, Case Line Item, Sales Order and Order Line Items.
- This application allows the Customer Service and the Sales team to monitor the Sales Order, editing the order details, Scheduling technicians, ordering, replacing and exchanging Service Parts.

### **Name of Project: LOAN COMPARISION TOOL (For FORTIMIZE)**

- Fortimize is Salesforce consulting and focused in financial services.
- It delivers Salesforce implementations, analytics, and integrations to financial services companies, including property managers, mortgage lenders, bankers etc.
- This tool is also known as Mortgage Loan Program Interest tool.
- Where the borrower can able to compare his loans from different Mortgage Consultant on a single click.
- For every Loan different scenarios can be provided to the borrower to choose the correct option.
- It allows the borrower as well as the company to retain the history of Loan. It also gives user to download and email the comparison details..

### **Name of Project: GLOBAL SERVICE DELIVERY**

- GLOBAL SERVICE DELIVERY is a after sale support cloud system based on SALESFORCE.COM's service cloud platform, that serves beyond the aspects of a typical after sale support system running now.
- Keep updating agents, service engineers, managers, customer for every step of service, timeline, resolution.
- Routing cases to a best available suitable service engineer to solve the case.
- Keep tracks of cases, Knowledge Management, Resources.
- Auto dispatching of cases to service engineers.
- Serving globally in more than 160 countries across AMS, EMEA, and APJ Regions.
- In total 750K users from various licenses using the system.
- It provides customers a standard method to request all IT Services in a streamline manner, encompassing any approval requires for them to access the Service.



## TIMELINE

Krish Compusoft Pvt. Ltd.  
(February, 2019 - Present)

Krish Compusoft Pvt. Ltd.  
(Parent : TechMinfy)  
(April, 2018 – January, 2019)

YoungBrainz Infotech Pvt. Ltd.  
(September, 2017 – March, 2018)

Hewlett Packard Enterprise  
(April, 2016 – September, 2017)

B.E (Computer Science and Engineering)  
(2011-2015)