SENIOR SALESFORCE DEVELOPER

Himanjan Bora

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PROFILE

Overall 10 years of IT experience with 8 years as a Salesforce/Conga CPQ developer and 2 years as a Java and Unix developer.

EXPERIENCES

SENIOR SALESFORCE DEVELOPER AT TARION – JULY 2022 - PRESENT

I am presently employed as a Senior Salesforce Developer at Tarion, where my primary focus involves the implementation of solutions utilising Salesforce, LWC, and S-Docs. I am actively engaged in strategising and facilitating the transition of the current CRM system to Salesforce, aiming to enhance user satisfaction significantly.

PROJECTS WORKED

FRC Transformation - Moving users from existing JAVA based app to Salesforce using Community Pages and LWC.

MyHome - New portal for customers to login to check their house details and raise complaints and more. Used Community Pages, LWC, Apex.

SENIOR CONSULTANT AT DELOITTE – 2019 - 2022

During the course of the project, the client transitioned from their established Siebel CRM implementation to Salesforce, with the incorporation of Apttus as the Configure Price Quote (CPQ) and Contract Lifecycle Management (CLM) solution. My primary responsibilities encompassed various facets of this migration and system enhancement:

- **Development Focus**: I primarily concentrated on the development of Lightning Web Components (LWC), integrating with external systems, crafting Apex classes and triggers, and configuring Salesforce to deliver comprehensive solutions.

- **Technical Solution Evaluation**: I played an integral role in evaluating technical solutions, ensuring their alignment with project objectives, and overseeing their successful implementation. This included a meticulous review of existing solutions and the formulation of new strategies to address specific project requirements.

- **Code Implementation and Review**: I actively contributed to the project's progress by taking ownership of various stories and implementing code fixes. Additionally, I assumed the responsibility of

conducting thorough code reviews for the team, ensuring adherence to best practices and quality standards.

- **Apttus Team Leadership**: My role extended to leadership within the Apttus team, where I provided guidance and direction to the team responsible for delivering all CPQ-related functionalities. This encompassed overseeing their work, ensuring collaboration, and driving the successful completion of CPQ-related tasks.

In summary, my involvement in this project encompassed a broad spectrum of responsibilities, ranging from technical development to leadership within the Apttus team, all aimed at facilitating a seamless transition to Salesforce with Apttus as the CPQ and CLM solution.

PROJECTS WORKED

CRM Implementation Gartner - Worked on implementing new requirements for an existing Salesforce system comprising Conga CPQ and LWC components.

Apttus Support - Using Conga CPQ, worked on a support project. Fixing support tickets and coordinating with Zuora team for any integration issues.

CONSULTANT AT DELOITTE – 2017 - 2019

The client operates within the realm of medical equipment and supplies, offering an array of products including MRI and CT scanners, reagents, as well as consumables vital for medical laboratories. In our collaboration, we delivered a comprehensive solution that encompassed the entire quote-to-order process. The project, which involved the design and execution of the solution, was initiated from the ground up and entrusted to the capable hands of the Deloitte team.

My role in this endeavour was multifaceted, spanning various critical areas:

- **User Story Comprehension**: A fundamental aspect of my contribution was a deep understanding of user stories. I engaged in a meticulous process of comprehending user requirements, ensuring that the subsequent design and implementation phases were aligned with the specific needs of the client.

- **Technical Implementations**: I was actively involved in creating a range of technical assets, including triggers, Apex classes, Visualforce pages, and configurable settings within the Salesforce/Apttus CPQ environment. This comprehensive approach ensured that the solution was tailored to meet the precise demands of the project.

- **Core Calculations**: My primary focus throughout the project centered on the implementation of core calculations crucial to the client's business operations. These calculations formed the backbone of the solution, underpinning critical business processes and ensuring their accuracy and reliability.

In essence, our collaboration was instrumental in providing the client with a robust and tailored quote-to-order solution, catering to their diverse range of

medical devices and supplies. From initial user story analysis to the technical implementations, my contributions were geared towards delivering a solution that seamlessly integrated with the client's operations and facilitated efficient business processes.

PROJECTS WORKED

CRM Implementation - Worked from scratch on implementing a Salesforce solution for a healthcare client using Conga CPQ and CLM.

CONSULTANT AT DELOITTE – 2017 - 2019

The CPQ Project constitutes a significant transformation effort, transitioning from INFA to STEELBRICK as the primary system and embracing a subscription-based model. This initiative aims to streamline and optimise the sales process, empowering Sales Users to efficiently create quotes and serve customers.

Key Project Highlights:

- **Transformation Focus**: The project represents a substantial transformation endeavour, fundamentally enhancing the capabilities of Sales Users. The objective is to replace the existing Quoting System (Apttus) with the STEELBRICK system, providing a unified and user-friendly platform for selling a diverse range of products.

- **Technical Contributions**: My role within this project encompassed a spectrum of technical responsibilities, including the creation of Triggers, Visualforce pages, and Lightning components. Utilising Apex code, I implemented customisations tailored to the specific needs of the project.

- **Reporting and Deployment**: In addition to custom development, I actively participated in the creation of reports and dashboards, crucial for monitoring and analysing project progress. Deployment activities were facilitated using tools such as Flossum to seamlessly transition changes between orgs.

- **Data Management**: Data migration and management were pivotal aspects of the project. I contributed to the loading of data into Salesforce orgs using data loaders, ensuring data integrity and accuracy during the transition.

- **Issue Resolution**: Throughout the project lifecycle, I engaged closely with the System Integration Testing (SIT) and User Acceptance Testing (UAT) teams to address and rectify any bugs or defects that surfaced during these critical phases. This collaborative effort was instrumental in ensuring the project's success.

- **User-Centric Approach**: A significant part of my responsibilities involved active participation in daily calls, user story analysis, and the meticulous implementation of user-driven requirements. This approach aimed to optimise user satisfaction and project outcomes.

In summary, my involvement in this transformational CPQ project was marked by a diverse range of technical contributions, quality assurance efforts, and a steadfast commitment to delivering a streamlined, user-centric solution. The overarching goal remains the retirement of the existing Apttus Quoting System and the successful transition to the STEELBRICK system, thereby enabling Sales Users to operate efficiently within a unified platform.

ASSOCIATE AT COGNIZANT – 2016-2017

As a beginner Salesforce developer, I joined the client's transition from their existing Java systems to Salesforce. My role in this transformation was primarily focused on foundational aspects of Salesforce development.

Salesforce Familiarisation: As a newcomer to the Salesforce ecosystem, I dedicated my efforts to gaining a solid understanding of the platform. This involved learning about Salesforce architecture, data model, and core functionalities.

Basic Salesforce Customisation: My contributions revolved around basic Salesforce customisation tasks. I actively engaged in creating and modifying fields, objects, and page layouts to tailor the Salesforce environment to meet the client's specific business needs.

Learning and Skill Growth: Being a beginner, my journey was marked by a commitment to continuous learning and skill development. I eagerly absorbed knowledge from more experienced team members and sought guidance to improve my Salesforce expertise.

Problem-Solving: Throughout the project, I encountered technical challenges that provided valuable learning opportunities. These challenges prompted me to think critically and find solutions, often with the guidance of more experienced colleagues.

Quality Assurance: I actively participated in code reviews, where I learned to assess code for adherence to Salesforce coding standards and basic quality measures. These reviews were instrumental in honing my skills and maintaining code quality

In summary, my role as a beginner Salesforce developer was characterised by a strong commitment to learning, basic Salesforce customisation, problem-solving, and collaboration. While I was in the early stages of my Salesforce development journey, my contributions were a vital part of the project's success in transitioning to Salesforce.

PROJECTS WORKED

Salesforce SFG - Support project for a product based client.

SOFTWARE ENGINEER AT HCL - 2014-2016

The client embarked on a significant technological shift, transitioning from their legacy Java-based systems, and as a beginner Java developer, I played a crucial role in this transformative journey. My contributions focused on foundational aspects of Java development:

Java Coding: As a beginner, I honed my Java coding skills by working on essential tasks. This included writing Java code for applications, services, and basic components. My contributions primarily revolved around building the core functionalities of these components.

Problem Solving: While working on the project, I encountered various technical challenges that required creative problem-solving. I eagerly embraced these opportunities to learn and find effective solutions, under the guidance of more experienced team members.

Learning and Skill Development: Given my beginner status, a significant portion of my time was dedicated to learning and improving my Java skills. I actively sought guidance and feedback from senior developers to enhance my coding proficiency and understanding of best practices. I also had to work on few UNIX scripts and hence started learning and sharpening my scripting skills too.

Team Collaboration: Collaboration with my colleagues was integral to my role. I actively engaged in team discussions, offering my perspective and learning from the experience of more seasoned developers. This collaborative environment fostered a supportive learning atmosphere.

Project Support: While I primarily focused on foundational tasks, I contributed to project support activities. This included assisting with tracking progress, adhering to timelines, and ensuring that my deliverables aligned with project goals.

In summary, my role as a beginner Java developer was marked by a strong commitment to learning, foundational Java coding, problem-solving, and collaboration. While I may have been at the early stages of my Java development journey, my contributions were an integral part of the project's success in transitioning from legacy systems to more modern Java-based solutions.

PROJECTS WORKED

Banking project - Deutsche Bank - Worked for a banking client. Used JAVA and Unix primarily.

EDUCATION

Anna University, Bachelor of Engineering - Electronics and Communication - 2008-12

12th from JNV Lakhimpur, 2007-08

10th from JNV Lakhimpur 2006-07

SKILLS

- Salesforce Platform, Apex and Triggers
- LWC
- Conga CPQ
- Javascript, HTML and CSS
- Java
- Unix Shell Scripting

CERTIFICATIONS

- Salesforce Platform Developer 1 (2018)
- Salesforce CPQ Specialist (2019)
- Salesforce Sharing and Visibility Rules (2021)
- 201 Conga Product Admin Level 1 (2021)