# Picture 3 Picture 4 Picture 5 Picture 6 Associate.png

**Senior Salesforce Specialist/ Lead**

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**Professional Summary**

* **5x** Certified Salesforce Developer /Admin with **15+ years**’ experience in the CRM platform.
* Experienced in all phases of Software Development Life Cycle (SDLC), Agile Development, Quality management systems, and project life cycle processes. Develop and monitor metrics to measure and improve the efficiency of the functional and technical team.
* Skilled in Salesforce Architecture, implementation, and building custom solutions on the Force.com platform. Provide hands-on, expert-level technical assistance to developers.
* Manage the technical delivery of custom development, integrations, and data migration elements of CRM/Salesforce implementations. Design and create data models and data flows to support the application build.
* Engagement of vendor Support groups, exceptional working knowledge of Salesforce support channels for application development and management.
* Guide the development of user acceptance test cases and results for user stories.
* Strong analytical and adaptive problem-solving skills. Intuitive grasp of technology at both high - and hands-on levels. Performed business analysis for clients and designed effective technology solutions. Particularly effective at building solutions by customizing and integrating off-the-shelf software to avoid costly and time-consuming development.
* Align business problems to OOB solutions and work with client /Salesforce architects to align to product best practices.
* Expert communicator. Makes technology comprehensible for a non-technical audience in both internal and external communications. Experienced with interviewing customers, users, and management to perform needs assessments.
* Documentation of solutions within the team’s agile management tool, assist in creating and managing the backlog.
* Extensive expertise in force.com development with Apex, LWC, and Aura framework development with multiple implementations.
* Have exposure to variety of clouds like Sales, Service, and Financial Service Cloud and worked to design and develop solutions for multiple end-to-end journeys.
* Experience in Financial Force Systems (PSA & FFA)
* Ability to build apps on Heroku and experience using Heroku Connect.

**Skills & Experience**

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| --- | --- |
| **Lightning Experience** | Salesforce Lightning Design System, Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers, Visual Workflow, Process Builder, Lightning App Builder, LWC. |
| **SFDC** | Apex, Visual Force, Force.com IDE, SOQL, SOSL, Triggers, Components, Controllers, Custom/ Standard Objects, Reports and Dashboards, Analytic Snapshots, Custom Objects, Web services, Apex Data Loader, Workflows, Mobile Apps. |
| **SFDC Tools** | Force.com IDE, Force.com Explorer, Eclipse Plug-in, Outlook Express, Data Loader, Excel Connector, RIVA, Lightning Sync Chatter, App Exchange, Heroku, MC, Pardot, Autorabit, Conga, Apttus, DocuSign. |
| **Database** | My SQL, DB2, Oracle |
| **Programming Languages** | Apex, Visual Force, PHP, Perl |
| **Web Technologies** | HTML, CSS, JavaScript, Dreamweaver, and XML |
| **Operating Systems** | Windows 7/2000/NT/ XP, Sun Solaris, UNIX and MS-DOS |
| **Servers & Other Tools** | Flosum, Provar, Copado, MS Office Products (Word, Excel, PowerPoint) |

**CERTIFICATIONS**

* Salesforce Certified Platform Developer II
* Salesforce Certified Platform Developer I
* Salesforce Certified App Builder
* Salesforce Certified Administrator
* Salesforce Certified Associate
* AWS Certified Cloud Practitioner
* AWS Cloud Practitioner Essentials
* Flosum Professional Level Certification
* Certinia PSA Fundamentals for Project Managers
* Copado Fundamentals I Source Format Pipeline Certification

**EXPERIENCE**

**Senior Salesforce Specialist**  **Oct** **2023- April 2024**

**Access Global Group**

Build Salesforce solutions on Salesforce Sales Cloud, Service Cloud, Marketing Cloud, Salesforce Communities, or Knowledge.

* Created Salesforce 1 mobile app using AngularJS, Bootstrap, Apex, and VisualForce.
* Implemented a new application based on Lightning to have compatibility with the app on mobile, Tab, and Desktop.
* Designed and implemented data-sharing strategies to facilitate secure and efficient data exchange across various departments and with external partners. Utilized data-sharing platforms like Snowflake and Amazon Redshift to manage shared data.
* Implemented data governance policies to ensure data integrity and compliance with regulations such as GDPR and CCPA. Conducted regular audits to maintain data security and privacy.
* Designed and developed customized salesforce solutions including apex classes, batch apex, LWC, and REST / SOAP integrations with external systems.
* Develop and maintain Financial Force code and new development.
* Experience in Sales Cloud, Service Cloud, and Salesforce.
* Hands-on development experience in Salesforce configuration with customization.
* Develop unit/integration test cases
* Develop and maintain Salesforce integrations with other systems
* Developed custom formula fields, and time-dependent workflows as per requirement.
* Perform data updates/migration using Data Loader, Workbench, and Data Import Wizard
* Ability to manage Salesforce security using Profiles, Permission sets, OWD, Role Hierarchy, and Manual Sharing.
* Create Tabular, Summary, Joined, and Matrix Salesforce Reports for Data Analysis. Scheduling Reports and Dashboards and maintaining access to Report and Dashboard folders.
* Hands-on experience in promoting and deploying code using the ANT tool and Changesets. Knowledge / Hands-on experience using CI tools like GIT, and Jenkins.
* Developed complex visual force pages, apex classes, triggers, and test classes.
* Good understanding of Object-Oriented Programming concepts
* Understand and Develop Salesforce solutions using Customization with support - APEX Class, Triggers, Visualforce pages, Lightning components, etc
* Ability to work collaboratively in a creative, Agile environment and manage agile task assignments.
* Developed reusable Lightning Web Components (LWC) for displaying real-time data, resulting in a 25% increase in agent productivity.
* Lead the team through efficient and effective Technical Design & Development documents, solution documentation, governor limits, development, and testing of solutions.
* Deployed code using Copado to the higher environment and also used the back promotion feature.
* Managed and automated Salesforce deployments using Copado, reducing deployment times by 30%.
* Designed and implemented CI/CD pipelines, integrating Copado with Git for version control for automated testing.

**Engineering Specialist Lead,**  **Sep** **2021- Sep 2023**

**Kin and Carta**

* Participated in project teams designing, configuring, developing, testing, and releasing applications/components under business, architectural, and service requirements.
* Designed, configured, developed, tested, and released activity in alignment with industry and BU best practices, guidelines, and standards.
* Designed and developed customized salesforce solutions including apex classes, batch apex, LWC, and REST / SOAP integrations with external systems.
* Invested time enhancing skills related to CRM / comby and actively participated in technology users’ groups, professional organizations, and formal training or degree programs.
* Created architecture design documents and developed technical design documents according to SOP.
* Collaborated with end users/clients as per change requests for new enhancement and bug fixing.
* Implemented Test Data design pattern and improved code coverage from 75% to 90%.
* Executed Trigger handler framework that could control the order of execution.
* Established and developed Apex classes, standard, custom controllers, Visual force pages, and Apex triggers for various functional needs in the application.
* Operated on code changes related to test classes.
* Develop and maintain Salesforce integrations with other systems.
* Advanced Lightning components from scratch by using the Aura framework.
* Mapped data from external systems and utilized Lightning Connect to get real-time data from external systems.
* Developed expertise in Aura framework, Lightning components, and Salesforce Lightning design system.
* Expanded Lightning components, CSS styling, and UI design to enhance the look and feel of Lightning apps and leveraged server-side apex controllers to retrieve data from various APIs and display them on Lightning components.
* Worked on visual flows, and process builder configurations and created VF Pages using Java Script where needed.
* Rewriting existing Omni channel to LWC components.
* Developed complex visual force pages, apex classes, triggers, and test classes.
* Rendered Lightning experience for users with Lightning out in Lightning apps.
* Lead the team through efficient and effective Technical Design & Development documents, solution documentation, governor limits, development, and testing of solutions.
* Developed and maintained CI/CD pipelines using SFDX CLI for automated testing and deployments. Ensured smooth and consistent deployments across various environments, improving release frequency and reliability.
* Implemented and managed Git repositories for Salesforce metadata using SFDX. Established branching strategies to support parallel development streams and release management.
* Customized Visual force to have Lightning experience for desktop and mobile applications.
* Experience in Financial Force Systems ( PSA & FFA )
* Have experience on MC, Pardot, CPQ, Conga, Apttus, Docusign.

**Salesforce Developer, JAN 2020 - JUNE 2021**

**Vanguard**

* Designed and developed Apex Triggers for various functional needs in application.
* Implemented experience in numerous Lightning components.
* Established various charts by using the Lightning component.
* Executed Sales Cloud and incorporated enhanced features as required to streamline business processes.
* Used Salesforce Lightning Inspector to debug Lightning components during the development process.
* Created Apex methods for Lightning controller and helper methods to perform DML operations on case records.
* Designed and developed customized salesforce solutions including apex classes, batch apex, LWC, and REST / SOAP integrations with external systems.
* Developed Lightning process builder flows, workflows, Connect API, Chatter, and quick action.
* Customized Salesforce.com fields, page layouts, record types, list views, and queues.
* Collaborated with the sales operations team and business analysts in building reports and dashboards.
* Implemented Salesforce Lightning components for a small set of users within the organization.
* Integrated SFDC by using web service, apex programming, app exchange packages, and custom applications.
* Develop and maintain Salesforce integrations with other systems.

**Salesforce Developer and Administrator Sep 2017- Oct 2019**

**Regis University, Denver, Colorado**

* Created page layouts, and search layouts to organize fields, custom links, related lists, and other components on record detail.
* Established workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Salesforce service cloud and opportunity management for business and technical support for its channel customers.
* Generated templates, approval processes, and approval page layouts and defined approval actions to automate processes.
* Operated on a community portal that gave service to additional people within the company, involving legal, financial, and compliance reviews.
* Executed data loader through the command line interface to extract data from the database.
* Participated in data migration from three legacy systems to Salesforce.
* Worked on REST / SOAP web services to integrate Salesforce with third-party systems.
* Customized existing Visual force to align with Salesforce's new Lightning UI experience.
* Developed applications visually by using custom-built Lightning components.
* Leveraged features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using the Lightning framework.
* Designed and developed customized salesforce solutions including apex classes, batch apex, LWC, and REST / SOAP integrations with external systems.

**Perl Developer, AUG 2016 - SEP 2016**

**Brooksource, Denver, Colorado**

* Worked in Goldfire Project Development team and prepared and customized client portal.
* Developed design documentation for an existing system.
* Assigned for coding, testing, and debugging the application.

**Motion Global Limited, Shanghai, China**

**PHP Lead, JAN 2011 - JAN 2014**

* Worked on the development and maintenance portfolio for the e-commerce website smartbuyglasses.com.
* Responsible for mobile apps implementation project (m.smartbuyglasses.com).

**Additional Experience**

* ZACKS RESEARCH PVT. LIMITED, Kolkata, West Bengal, India, **Technical Associate,** 2008-2011. Developed, implemented, modified, debugged, and tested zacks.com and other subdomains. Involved in a stock tool enhancement project, and a new commentary system project.
* INTRASOFT TECHNOLOGIES, Kolkata, West Bengal, India, **Software Developer,** 2007-2008. Developed, implemented, modified, debugged, and tested 123greetings.com and other websites. Responsible for high-quality deliverables and executed and tested end-to-end for the respective interfaces.

**Education:**

Regis University, Denver, Colorado

**M.S., Software Engineering.**