

RITAM MAHATO

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EXPERIENCE

COFORGE LIMITED

Salesforce Developer (British Airways – Post Booking Project)

Nov 2021 – Current

- Developed and optimized Salesforce applications using **Apex, LWC, and Flows**, improving system efficiency by 30% and reducing page load times.
- Integrated Salesforce with external systems using **REST API** enabling **real-time data sync** across 2+ platforms, reducing data inconsistencies by 40%.
- Worked in Agile teams using **JIRA** for issue tracking, sprint planning, and seamless Salesforce deployments.
- Automated business processes using Workflows, Process Builder, and Approval Processes, cutting manual effort by 50% and enhancing process accuracy.
- Led deployments using **GitHub**, and ANT Migration Tool, reducing deployment errors by 60% and accelerating release cycles by 25%.
- Configured Salesforce environments, managing 10+ user roles, profiles, and permission sets.
- Collaborated with cross-functional teams to design scalable Lightning solutions, increasing productivity by 20% and reducing technical debt.

RELEVANT PROJECTS

Weather App:

- Integrated a third-party **REST API** to fetch real-time weather data dynamically.
- Used **Apex Callouts** to retrieve and process weather information based on user input.
- Designed an **LWC-based UI components** to display weather details in a user-friendly format.

Note-Taking App:

- Created a custom **Note Object** in Salesforce to store user notes.
- Developed an **LWC-based UI** to add, edit, and delete notes.

Survey App:

- Built a Survey App using the built-in "Surveys" feature.
- Created interactive **Dashboards & Reports** to analyze survey responses.
- Optimized SOQL queries to improve report generation speed by 45%, enhancing data retrieval efficiency.

EDUCATION

- Bachelor of Technology, Computer Science and Engineering: (2017 – 2021)

ADDITIONAL

- **Technical:** Apex, JavaScript, LWC, HTML, CSS
- **Tools:** VS-Code, JIRA, Git
- **Languages:** Bengali, Hindi, English