

SANKET PATTANAYAK

(Salesforce Developer)



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Professional Summary:

- 6 years of IT experience in understanding, analyzing and implementing Salesforce solutions to meet the business requirement for Fortune 500 companies.
- Good knowledge on Salesforce Configuration, Customization, Omnichannel, Apex, Visual Force pages, LWC, Triggers, SOQL, SOSL and integration with 3rd party systems.
- Contributed in complete project cycle right from requirement analysis to system study, designing, coding, testing, de-bugging, documentation and implementation.

Technical Summary:

- Having Good **experience** in **Configuration and Customization** of **Salesforce**.
- Having Good Experience in writing **Visualforce Pages, Apex Classes and Apex Triggers**.
- Having Experience in writing **Batch Apex, Scheduler Classes**.
- Experienced in working in **omnichannel** to automate **case management** system.
- Having Experience in developing **Components using Aura** as well as **LWC**.
- Having worked on **Integration** using **rest services, platform events** and **streaming API**.
- Experienced in writing of **Test Classes** to ensure **code coverage**.
- Experience in designing **Standard and Custom Objects, Record Types, Page Layouts** as per requirement.
- Involved in **Automated business process** by using **Workflow Rules** and **Approval Process**.
- Experience in configuring **Users, Profiles, Roles and Permissions sets** towards business requirements.
- Implemented **Organization Wide Defaults (OWD)** Settings, **Security** and **sharing rules** at different levels.
- Experience in generating **Reports and Dashboards** as per the client's requirement.
- Having Good Experience of using **Custom setting, Custom metadata**.
- Proficient Experienced in various **Governor Limits** and in optimization of **existing governor limits**.
- Good Working experience in **writing the DML queries** like **SOQL and SOSL**.
- Good Knowledge on **Lightning Knowledge** articles.
- Worked on **importing and exporting data** through **Data Loader/Salesforce inspector**.
- Good Knowledge in **Agile Development Methodologies**.
- Have done deployment via **Change Sets, ANT Deployment, Auto rabbit**.
- Experience in working with **Development team** for solving the **Complex Business requirements**.
- Applied **best practices and technical experience** for **efficient, flexible** and **Scalable** Salesforce solutions.

Tools: GIT, Ant, Bitbucket, Autorabbit, VS code, JIRA, POSTMAN and Data Loader

Certifications:

- I have these salesforce certifications. **Platform Developer – I, Platform Developer – II, App Builder, Salesforce Admin, Sharing and Visibility Architect.**

Experience Summary:

- Currently working as senior analyst in **Accenture**, Bangalore from November 2019 till date.
- I was Working as Business Technology Analyst in **Deloitte USI**, Bangalore from May 2019 to November 2019.
- I was Working as Senior System Engineer in **Infosys** from June 2016 to May 2019.

Education Qualification:

- **Bachelor of Technology – B. Tech (2012-2016)** from **Biju Patnaik University of Technology, Rourkela, Odisha.**

Experience:

A. Accenture (November 2019 - Current)

Working in one of the fortune 500 company helps me to work with different clients and understand their business process properly which made my work meaningful and interesting. It helped me to come up with better solutions to fulfill the business needs.

- Implemented **omnichannel (Skill based)** functionality to automate the Case management solution for 120 countries.
- Developed **custom logic** to implement **business hour**(Cases should not be routed to agents outside the business hour) functionality in Omnichannel.
- Implemented Integration using **Push topic, Platform events** with 3rd party system.
- Have worked on **LWC components** to fulfill business requirements.
- Have worked on **trigger, trigger frameworks and batch classes** to meet the business requirement.

ROLE:

Worked directly with customer operation specialists and business Leads to gather requirements. Involved in technical design discussion with architects. Worked as a senior developer for end-to-end solution implementation. I had a responsibility of giving sprint demos for the end users and have also assisted peers with their works.

B. Deloitte USI (May 2019 – November 2019)

Working for a salesforce platinum partner company provided me with the opportunity to work on some of the complex projects and niche salesforce features. Working for one of the top IT consulting firms nurtured my interpersonal and negotiation skills. It also helped me to present my creativity and skills in a meaningful way.

- Have created **lightning components** to meet the business requirement.
- Have worked on **apex rest API** to integrate with other systems.
- Development of **Apex triggers using interface** for functional needs.

ROLE:

Worked as a Salesforce developer and consultant. Implemented key business requirement and held the sole responsibility of deployment using ANT and other version control tool like bit bucket and SourceTree.

C. Infosys LTD (June 2016 – May 2019)

Got Wonderful training in Salesforce which helped me build my carrier as a Salesforce developer. Worked on multiple projects with development and enhancements. Infosys provided me great learning environment and helped me understand the IT culture.

- Used **workflow, process Builder** to automate the business Process.
- Implemented various **visual force pages** to achieve the functionality.
- Created **Object Relationships and Field Dependencies** according to the requirement.
- Have written **test classes with best practices** to maintain code coverage.
- Designed **OWD Settings, Sharing Rules and Validation Rule**.
- Created different **Record Types and Page Layouts** for different Profile.

ROLE:

Worked as a Salesforce developer to implement the business change and new requirements.

Awards and Achievements:

- Received **Insta Award** from Infosys for good performance at the unit Level.
- Received Award from Client **Zebra** as **most valuable player** for being a **quick learner**.
- Received Award from my client Roche for delivering excellence in devops activity.

Personal Details:

- Language Known: English, Hindi, Odia, Bengali
- Gender: Male
- Date of Birth: 15-JUNE-1994
- Passport: Yes

Declarations:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place: Bangalore

(Sanket Pattanayak)