**Sonal Guha Dastidar**

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**SUMMARY**

Experienced Salesforce Developer with three years of expertise, including two years in developing custom Salesforce solutions and one year in banking operations. Proficient in Apex, Lightning Web Components, and automation tools, with a track record of reducing manual processes by 16% and data errors by 25%. Experienced in collaborating with cross-functional teams to deliver scalable and secure solutions aligned with business goals.

**TECHNICAL SKILLS**

* **Development -** Apex, Batch, LWC, HTML, CSS, SLDS, JavaScript, SOQL, SOSL, Visualforce Pages, Flow, Triggers, Administrator.
* **Tools -** Workbench, VS Code, Git, Data Loader.

**PROFESSIONAL EXPERIENCE**

**Cyber Information System Pvt Ltd** -*Salesforce Developer* July 2022 – July 2024

* Worked as an enhancement team member and automated business processes with Salesforce automation tools, reducing manual intervention by **16%** and improving operational efficiency.
* Managed data migration processes, cleansing and importing data from legacy systems using Data Loader, resulting in **25%** reduction in data errors.
* Diagnose and resolve complex issues using Apex, conduct code reviews, and optimize Apex code for efficient performance.
* Collaborate cross-functionally to enhance Salesforce product, leveraging **Batch Classes** and **Flow** automation.
* Developed and optimized SOQL queries, increasing efficiency and reducing load times for complex data pulls by **16%**.
* Implemented security controls, sharing settings, and role hierarchies to ensure data protection and compliance with organizational standards.

**Bandhan Bank Pvt Ltd** -*Executive Officer*July 2021 – June 2022

* Managed banking operations and collaborate with customer service team members.
* RuPay, Visa, MasterCard Transaction Reconciliation, GL Reconciliation.
* Daily Disputes report, Handling and Resolving Unauthorised Electronic Banking Transactions complaint on behalf of Bank and also report submission to RBI.

**PROJECTS**

**IT Training & Services**

* Designed and implemented a Salesforce-based system for managing leads, cases, and placement services, leveraging custom Apex classes, triggers, Batch Apex, Schedulable Apex, and CRON jobs.
* Automated customer service processes with web-to-case and email-to-case forms, reducing response time by **20%**.

**Healthcare Data Management System**

* Customized Salesforce platform to store and manage extensive patient’s data securely, ensuring data scalability for thousands of medical records.
* Supported Salesforce setup and configurations for patient data accessibility, improving response time for critical patient services.

**CERTIFICATION & ACHIEVEMENTS**

* Salesforce Certified Platform Developer I, Salesforce Certified Administrator, Salesforce Certified Associate.
* Served as a Match Official at the **AIFF** (***2015*** *-* ***2021)***; Participated in the National Youth Games *(KHELO INDIA 2020).*

**EDUCATION**

**Masters in Computer Applications**

*Narula Institute of Technology (MAKAUT)* **Kolkata, India**