SWARNAVA CHAKRABORTY

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Salesforce Certified Application Architect with 10 years of experience in development on Salesforce Sales cloud, Service cloud and MuleSoft as well as development and administration on Oracle Siebel CRM and IBM WebSphere.

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| **SUMMARY OF SKILLS** |

* Knowledge in customization, architecture, design, and development
* 8x Salesforce, 1xMuleSoft and 1x Copado certified
* Experience in writing Apex Classes, Batch Apex, Visualforce pages, Lightning Components and LWC
* Good comprehensive knowledge in Integration with REST API
* Experience in the use of version controlling and code repository using GIT and Copado
* Good knowledge in Salesforce security setting, profiles, permission sets, role hierarchy and OWD
* Worked on assignment rules, validation rules, workflow, and flows
* Extensive knowledge on triggers and its best practices
* Worked on Sales module on Opportunity and Account management
* Worked on Service module viz. case management, web to case & email to case
* Experience in unit testing and writing test classes to perform positive and negative testing
* Troubleshoot application performance issues, addressed infrastructure or development related bugs
* Experience of developing application in Oracle Siebel CRM
* Experience in administration of OBIEE 11g, MuleSoft ESB and IBM WebSphere administration
* Involved in mentoring and scaling up new team members
* Excellent communication, analytical and problem-solving skills, bug fixing, interpersonal and presentation skill

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| **PROFESSIONAL EXPERIENCE** |

* Architect at LTIMindtree (November 2022 – till date)
* Application Development Team Lead at Accenture Solution Pvt. Ltd. (August 2017 – November 2022)
* Senior Systems Engineer at Infosys Limited (June 2013 – July 2017)

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| **CERTIFICATIONS** |

* Salesforce Certified Application Architect
  + Salesforce Certified Data Architect
  + Salesforce Certified Sharing and Visibility Architect
  + Salesforce Certified Platform Developer 1
  + Salesforce Certified Platform App Builder
* Salesforce Certified Administrator ADM 201
* Salesforce Certified Platform Developer 2
* Salesforce Certified Development Lifecycle and Deployment Architect
* Salesforce Certified Javascript Developer 1
* MuleSoft Certified Developer – Level 1
* Copado Certified Fundamental 1

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| **QUALIFICATION** |

Bachelor of Technology - 2012

Dr. B. C. Roy Engineering College, WBUT (MAKAUT)

CGPA: 8.29

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| **PROJECTS** |

**Lead Designer (November 2022 – Till Date)**

**Project: Leading Networking Client**

Managing pricing and quoting functionality for renowned healthcare client. Quoting process is managed on Apttus CPQ where the process starts from Opportunity standard object and through the quoting process, the pricing calculations and approval logic runs. This allows Sales Reps to set a fully customized sales process for their customers.

* Working as lead designer and developer, discussing, and proposing solution to business
* Mentoring and guiding fellow developers to understand the CPQ process
* Working on static resources, Visualforce pages and components
* Working on flows and LWCs

**Technology Lead (October 2020 – November 2022)**

**Project: Leading Networking Client**

Opportunity management application to aid a set of personas to efficiently manage cases created by consolidating a set of opportunities and improve cross functional team coverage and compliance. Case is created by selecting one or more opportunities on specific territory. The assigned engineer is tasked with collecting information on compliance within specific number of days. The time within which the case should be closed is decided on the priority of the case.

* Working as lead developer, discussing, and proposing solution to business
* Interacting with stakeholders and business analysts to groom the user stories
* Mentoring and guiding fellow developers and QA engineering to understand requirements and impediments
* Acting as backup of MuleSoft developer, managing and debugging APIs
* Searching for better and more efficient ways of problem solving
* Working on flows and LWCs

**Senior Application Developer (July 2018 – September 2020)**

**Project: Leading Networking Client**

Case management application is used to handle customer service operations of client. This was developed as an enhancement to Salesforce’s out of the box case management functionality. Case is created on a Java base frontend application and case details then flows to salesforce system via REST API. With a varied number of external systems for user authorization, product authorization, service engineer assignments, etc. this was developed to be a complex case management application with functionalities that includes cloning, service level agreements, entitlements and many other.

* Worked on user stories assignment under Agile Based Model
* Interacted with many teams to understand requirements of external systems to send relevant parameters and structure in REST API
* Successfully developed 7 APIs from scratch
* Worked on numerous existing APIs to modify their functionalities or to match the structure according to the requirement of calling systems
* Developed custom object, fields, validation rule, workflow rule, triggers
* Modified existing visualforce pages for users specific to classic environment
* Created Lightning components with added styling to handle new functionalities
* Started working on the Lightning Web Components as part of transition to complete lightning enabled application

**Senior Application Developer (August 2017 – June 2018)**

**Project: Telecom Client**

Calendaring and Scheduling application is used for Organizing, Scheduling and Planning the Agent’s Team availability. Unified calendaring consists of calendaring admin, team admin and team calendar modules to keep track of PTO, Holidays, and other events for engineers. Unified Scheduling consists of creation of Shift events for engineers using UI/API and view their shift details using On Shift UI.

* Worked with Business Users on the requirements gathering. Scoped and analyzed the requirements
* Prepared Data Model using Salesforce Schema Builder for custom object, fields, and relationships
* Created Lightning App to build Team Calendaring UI
* Used system application and component events to pass data across the components
* Used jQuery libraries to do client-side validation and implement business logic
* Integration with HR System - Developed Batch Apex to pull the engineer information, PTO and Holiday information into Calendaring app using REST API

**Application Developer and Administrator (August 2014 – July 2017)**

**Project: Leading US Investment Bank**

CRM platform team has been implemented to monitor real time customers through Siebel CRM and Salesforce CRM with suitable middleware like IBM WebSphere and MuleSoft. Project also includes BI tools for real time business analysis.

* Involved in the Application Administration tasks such as System Preferences, assigning views to responsibilities etc.; Integration Administration tasks like EAI value maps, Symbolic URL and Personalization administration
* Involved in Upgrade from 8.1.1.9 to 8.1.1.14
* Installation of patch set on 8.1.1.14
* Sever registration and component creation
* Repository Migration from one environment to other
* Supporting Siebel configuration, development, and applications solutions
* Configured views and visibility in views
* Configured Links and Joins
* Repository & Catalog Migration in OBIEE 11g
* Supported development team in module deployment in IBM WebSphere and MuleSoft middleware applications
* Requirement understanding and analysis from user stories (BA), Business required documents
* Involved in configuration of Presentation Layer objects (Screens, Views, Applets) which employees and customers see in their user interface
* Involved in migration from Siebel to Salesforce CRM
* Developed object, fields, and relationships in Salesforce
* Assisted both Siebel and Salesforce development teams to understand the requirement specifications system limitations

**Application Support (June 2013 – July 2014)**

**Project: Leading European Retail Client**

Siebel CRM application is used to provide field and e-service to the client’s European customers. Field services were provided through handheld devices of field engineers whereas e-services were provided through user login.

* Perform day-to-day operational support functions within Siebel including client, server, user creations, checking logs, actuate and administrative duties such as server and application administration
* Responsible for helping the users on P1 and P2 tasks
* Responsible for 24x7 monitoring and troubleshooting issues pertaining to production environments and analyze the root cause

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| **ACHIEVEMENTS** |

**Infosys Insta Award** in appreciation of good contribution in scaling up with multiple technologies and contribution to the tool’s development.

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| **DECLARATION** |

I solemnly declare that the above-mentioned particulars written are true to the best of my knowledge.

Swarnava Chakraborty

Place: Bengaluru