**Oeeshi Roy Choudhury**

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*Current Employer- IBM India | Role – Senior Consultant (Salesforce)*

## **Professional Experience**

## **Profile**

* Having 8.5 years of Experience in IT Industry. Relevant experience in salesforce is 6.5 years
* Custom user interface development using apex class, visual force, triggers, Aura components.
* Worked on REST API based inbound integration and platform events for outbound integration.
* Good understanding on asynchronous apex, salesforce governor limits, flows.
* Experienced working on declarative features Workflows, Approval process, Email alert, Email template, Process builder, Reports and dashboards, Apex test classes, Data security model , SOQL and SOSL queries, case management features like entitlements and milestones
* Deployment using (VS code, change set, Jenkins, Ant tool) & effectively addressed technical challenges
* Adhered to Salesforce best practices, maintain code documentation, and write / maintain test classes for all custom development
* Work directly with Business POC's and independently perform development, testing, implementation and documentation

## **Certifications**

1.Salesforce Certified Experience Cloud Consultant

2.Salesforce Certified Tableau CRM and Einstein Discovery Consultant

3.Salesforce Certified Service Cloud Consultant

4.Salesforce Certified Platform Developer II

5.Salesforce Certified Sales Cloud Consultant

6.Salesforce Certified Platform Developer I

7.Salesforce Certified Platform App Builder

8.Salesforce Certified Administrator

## **Key Skills**

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| CRM Tools | Salesforce CRM, Force.com |
| Programming | Apex, Java (Basics), SOQL |
| Tools | Workbench, Postman, VS code, ANT, Jenkins, Data loader, Import Wizard, GitStash |
| Domain Expertise | Pharma, Automobile, Telecom, Banking |

## **Career history**

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| Company | Duration |
| IBM India Pvt Ltd | 25th July,2019 to till date |
| Capgemini | 25th April 2018- 22nd July,2019 |
| Cognizant Technology solutions | April 25th ,2014 – 22nd April-2018 |

## **Project details**

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| **Company** | IBM |
| **Client** | British Multinational Universal Bank |
| **Description** | As part of Siebel to Salesforce migration built this functionality on Salesforce, so that servicing teams can perform identity verification of clients. The project followed an agile methodology having sprints of 2 weeks. |
| **Role** | Senior developer |
| **Responsibilities** | * Enhancement and development work as categorized into user stories/tasks for each sprint. * These included declarative/customization changes * Extensive use of flows. * Managed phase1 technical go-live (July 2022) * Involved in deployment activities and effectively addressed post release challenges |

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| **Company** | IBM |
| **Client** | British Multinational Universal Bank |
| **Description** | To improve usage and efficiency, code coverage and code optimization of corporate instance (Technical Debt) |
| **Role** | Senior developer |
| **Responsibilities** | * Worked on successful release of Techdebt project managing large no. of components and numerous references in metadata * Ensuring that ongoing development for other projects are not impacted as this involved working on common metadata components * Followed all release management best practises (version control, branch management, synchronization |

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| **Company** | IBM |
| **Client** | British Multinational Universal Bank |
| **Description** | Registration of customers on digital banking platform |
| **Role** | Salesforce developer |
| **Responsibilities** | * Enhancement and development work as categorized into user stories/tasks for each sprint. * These included declarative/customization changes * Extensive use of flows. * Deployment using Git Stash, VS Code, change sets |

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| **Company** | IBM |
| **Client** | US based pharmaceutical client |
| **Role** | Enhancement and application support |
| **Responsibilities** | * Worked on Process builders, Triggers, approval process, Validation rules, flows, custom setting, custom metadata for various functional needs in the application * Involved in requirement gathering, worked on incidents/Jira user stories within defined SLA |

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| **Company** | IBM |
| **Client** | US based Telecom client |
| **Role** | Offshore development Lead |
| **Responsibilities** | * Worked on Rest API based inbound integration. Written REST API apex class, test class. API tool used – workbench, Restlet client * Developed outbound integration with external interfaces like Jira, Servicenow etc using Platform events |

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| **Company** | Capgemini |
| **Client** | German automotive manufacturing company |
| **Role** | Enhancement and application support |
| **Responsibilities** | * Worked on Force.com site development- feedback module about the post sales and post service car delivery experience. * Worked on enhancement and support on lightning components for modules like Lead to delivery, Booking , Sales etc |

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| **Company** | Cognizant |
| **Client** | Global animal health company |
| **Project Description** | The Salesforce solution to allow customers to do online registration at company’s site. This online form generated is stored in SFDC application with a unique application id. |
| **Role** | Enhancement/Application support |
| **Responsibilities** | * Requirements gathering, involved in Force.com site development, coding and unit testing. * Adobe (DocuSign e-signature) integration with salescloud for Opportunity and contract management. |

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| **Company** | Cognizant |
| **Client** | Multinational pharmaceutical and biotechnology company |
| **Role** | Veeva data integration specialist |
| **Responsibilities** | * Experienced in Data loading using Apex Data Loader. * Performed Veeva Data Sales cycle for APAC markets and capable of independently handling client calls. * Have worked on incidents relating to different interfaces within defined SLA. * Experience in Orchestra CMS - Salesforce Content management platform. |
| **Environment** | Veeva |

## **Educational qualification**

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| Degree | University |
| Bachelor of Technology (Computer Science) | West Bengal University of Technology |

## **Interpersonal effectiveness**

* Analysis and design of the proposed solution using industry best practice.
* Good communication skills, optimistic attitude, quick learner.
* Received recognition award for 2018 in DCX\_Digital Sfdc practise-Capgemini.
* Received Manager Choice Award / Bluepoints as recognition @IBM