Milan     

#  PROFILE SUMMARY

A Post graduate in Computer Application with 4.8 years of hands-on IT Experience, Project Management and Data Validation, service delivery, project life-cycles, data gathering, and code documentation. Solid reputation for diligence regarding project accuracy and enhanced end user functionality. Working with cross functional team members in identifying, evaluating, and developing solutions that meet user requirements by utilizing the SFDC toolkit.

Ability to understand the complex requirements and finish them within due date as well as a quick learner and always has an urge to learn and explore new things and concepts.

#  PROFEESSIONAL EXCELLENCE

About The VolvoCars USA: Volvo is a Swedish multinational manufacturing company headquartered in Gothenburg, stylized as VOLVO. While its core activity is the Luxury cars, production, distribution and sale of trucks, buses and construction equipment**-** currently focused in the area of Digital Personnel for Retailer Site and Salesforce lightning.

Technology: Salesforce Lightning, Apex, LWC, Aura Component, Visualforce Page, Postman,Web Services,java Script, VS Code.

**Responsibilities:**

* Client interaction to Analyze customer requirements, Sprint planning and match them with available products/services and support resources, as well as actively working on Bug fixing/ Defects
* Responsible for identifying correct business requirements solutions.
* Working in CheckMarx vulnerable for ApexClass, ApexTrigger and closely working with Quality assurance team and involved in Code Review.
* Agile-Devops, Sprint tasks- for coding, collaboration, track issues and maintain release stages.
* Worked on Integration testing with the third-party team, Release updates of Salesforce
* Built Lightning Web Components and developed the Apex class to display the data, implemented pop up functionality in LWC.
* Created a different UI for the Admin, where they can create new employee and developed based on the business requirement with the help of Lightning Aura component and Apex Class.
* Implemented based on the duplicate trainee user creation a case has been raised and Admin will be notified with email (with case description).
* Analyzing and updated data in Production & QA environment, using Data loader tool.
* Worked on Email templates & Process builder to send the mail to the corresponding team on any System failure and implemented generic system error message with the help of Apex Class.
* Created UI in HTML & Lightning Design System and written the business logic by using Lightning Web Components, implemented call one component to another component in Button click event.
* Developed field auto popup value, field enabled for the user based on the values in Lighning component.
* Implemented different Self Register form in Aura Component based on the Country.
* Worked on Search functionality based on the business requirement with lightning component, also implemented disabling auto-fill features in Lightning component.
* Implemented field access based on the profile in Lighting platform
* Worked on Chart functionality with JS in lwc, LWC Navigation services
* Built Lightning Component Tab for Navigation and Custom Applications in Lightning Experience. Retrieving Standard Object data by using Lightning Component and Events.
* Worked on Autolaunched Flow to update custom fields based on business requirement (Employee Hire).
* Worked on Salesforce Release updates, done impact analysis and created docments.
* **Details of Project Worked on:** Health Cloud Project

Project is for US based health organisations to maintain the record of patients and their ongoing treatments and their history with care plans.

Technology: - LWC Component/ Vlocity/ Flow/ Custom Metadata/Apex/ Triggers /VS Code.

**Responsibilities:**

* Configuration Schema and 360 degree console view..
* Turning wireframes in generic LWC components and Flows.
* Writing optimised apex codes and unit testing.
* Creating data raptors in vlocity and omniscripts with lwc component .
* Writing apex codes and unit testing.
* Creating User Stories and its tasks and maintaining burndown, helping team members.
* Communication with onshore and demonstration and feedback.
* Capturing and monitoring debugs.
* Created Decision making mechanism.
* **Details of Project Worked on:** Internal Accelerator

Accelerator is a generic and on the go usable package, which replaces existing standard related list views with more power to allow users to interact with records in a single screen and perform custom actions.

Technology: - Apex/ Aura Component/ Custom Settings/ Custom Label/ Custom Metadata /VS Code.

**Responsibilities:**

* Configuration, customization in metadata and custom settings to make code dynamic.
* Designing generic data tables in aura component.
* Writing apex codes and unit testing.
* Demonstration and utilization of the accelerator to the projects.
* **Details of Project Worked on:** Project Name / Customer: PHILIPS

Technology: Salesforce Lightning, Apex, Aura Component, Visualforce Page, Postman,Web Services,java Script,

**Responsibilities:**

* Worked in salesforce configurations and security that involves creating workflows, process builders, validation rules, roles, profiles, Reports & Dashboards, sharing rules, objects and relationships.
* Interact with clients, managers and end users to analyze & understand their requirements, including specifications, customized applications and provided end to end support especially related to customized applications, user permissions, security settings, custom objects, workflows.
* Created and modified Apex classes, Apex Triggers as a part of enhancement by following best practices and fixing issues, worked on Batch classes and scheduled jobs.
* Experience in generating reports, dashboards, customized reports based on the Tasks & Marketing Email and analyzing the data in Salesforce.
* Worked in case management this includes case assignment, closing and escalation.
* Capable of writing and debugging efficient SOQL /SOSL queries of standard and custom objects.
* Worked on use cases based on REST API, connected Apps and remote sites.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Implemented Search functionality in Lightning by developing Apex classes and Controllers.
* Working Knowledge in Custom Settings, Custom Metadata, Custom Label, Experience on Production support, using ServiceNow.
* **Details of Project Worked on:** Job Portal

Job Portal is configured for outsourcing management workflow which is customized to manage Mandates, Recruiter, Applicants and financial aspects in a hierarchical architecture.

Technology: - Salesforce Lightning/ Apex/ Aura Component/ Visualforce Page/ Scrum/ Project Management tools.

**Responsibilities:**

* Requirement Gathering, planning and its complete configuration.
* Creating sales path workflows according to record types.
* Record escalation management using process automations.
* Responsible for PDF generation and email automations.
* Reports and Dashboard monthly, weekly, daily.
* Writing reusable Aura Components, Visual force pages and apex class with unit testing for Customization.
* Attending meetings, providing demos and solutions.
* Bitly integration to provide short URL for resume downloads for Mandate Providers
* **Details of Project Worked on: Project:**  Finance & Insurance Project

This project uses Pan details of Person or Companies to find their CRIF and Credit Score to find the capabilities of Companies/Person for expert guidance to help for achieving lifelong capital wllbeing.

Technology: Salesforce Lightning/ Apex/ Aura Component/ Visualforce Page/ Scrum/ Project Management tools.

# Responsibility:

* Creating Lightning Components using Aura Framework in SLDS & writing Controller Classes.
* Integration with CRIF HI Mark to generate CRIF statements.
* Configuration, Customization, Development and Unit Testing.
* Deployment from Sandbox to Production Using Change Sets.
* **Details of Project Worked on: Project:**  Tours and Travels Management Project

Company is a tours and travelling solution provider and they are using the Salesforce CRM solution to manage their Bookings, Payments and itineraries accordingly.

Technology: Salesforce Lightning/ Apex/ Aura Component/ Visualforce Page/ Postman/Web Services/java Script/ Project Management tools.

# Responsibility:

* Booking management (Transport, Hotel) Configuration in Salesforce environment.
* Automation for emails and notification.
* Custom Reports and Dashboard to monitor the progress of bookings and itinerary.
* Generation of customer itinerary vouchers and transport vouchers using aura component and visual force pages and unit testing using test coverage.
* Case management configuration.
* HTML Email templates, email alerts with response gathering configuration.
* Community Configuration.
* PayU Integration for payments which is reusable.

#  SKILLS

**Salesforce.com Skills:** Service Cloud, Community Cloud, Sales Cloud, Apex Language, Apex Trigger, Visualforce, Salesforce APIs, SOQL/SOSL, Lightning AURA Components, Lightning Web Components, Salesforce Lightning Design System,

**Web technologies:** Html, CSS, JavaScript (Basic), jQuery (Basic). **Soft Skills:** Collaboration, Communication, Interpersonal skills **Experience with Development Tools and technologies:**

Agile- Devops, Visual Studio Code, Force.com platform, Postman, SVN Repository, ANT tool, SmartGit, GitHub,

Workbench, ServiceNow, JIRA, Apex Dataloader

#  CERTIFICATIONS:

* Salesforce Certified Platform Developer II
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform App Builder
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Community Cloud Consultant
* Salesforce Certified Administrator

#  ACHIEVEMENT

* Received Certificate of Excellence’ award for outstanding performance.
* **Super badges-** Apex Specialist, Aura Components Specialist, Data Integration Specialist, Service Cloud Specialist, Advanced Apex Specialist

#  ACADEMICS

* **MCA** – Master of Computer Application from West Bengal University of Technology, West Bengal, 2013 with 74.70% (1st Division)
* **BCA** – Bachelor of Computer Application from West Bengal University of Technology, West Bengal, 2010 with 70.90% (1st Division)
* **Senior Secondary Class 12**- Higher secondary(Science) from West Bengal Board(W.B.C.H.S.E), West Bengal,

2005 with 66.20% (1st Division)

* **Class10**-Secondary from West Bengal Board(W.B.B.S.E), West Bengal, 2003 with 64.87% (1st Division)