

Sumit Bhattacharya



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Experienced Administrator & Developer Support with 4 years of working in the information technology and services industry. Skilled in Salesforce CRM customization, Sales Cloud, and Vlocity, development with good analytical and troubleshooting. Strong engineering professional with a bachelor's degree focused on Computer Science. I thrive in unfamiliar situations and enjoy opportunities to learn and gain exposure to new ideas and experiences. I am open and willing to learn whatever is necessary to accomplish my goal. I believe in learning and self-improvement.

SKILLS

- Experience using Salesforce Administration, **Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules.**
- Implementation and Integration experience using Custom objects, **Triggers, Workflow rules, Approvals, Visualforce Pages, and Apex** classes. Creating and scheduling **Batch Apex** and **Schedule Apex**.
- Installing Apex Data Loader and Comparing and loading the features, update, insert and delete records.
- Hands on experience on Force.com optimizing IDE, aside.io and workbench.
- Experienced with third party integration with Salesforce by using **REST API**.
- Designing and developing responsive **Visualforce pages** based on the business requirements with **HTML** and **CSS**.
- Working with **SOQL & SOSL** queries with Governor Limitations to store and download the data from Salesforce database.
- Working experience with basic **Vlocity** which includes –**Flex cards, Omniscrypts, Integration Procedures.**
- Comfortable with unit testing and test methods, **debugging** and **troubleshooting**. Deploying metadata between organizations using Force.com migration tool, **Change Sets, Workbench** and **Git Commands**.
- Committed to excellence, self-motivator, quick-learner, team-player with strong problem-solving, analytical skills and communication skills.

WORK EXPERIENCE

SALESFORCE DEVELOPER, REVERSIDE -(ABSA BANK- ZA), KOLKATA (IN) JUNE '23 – PRESENT

I worked as a Salesforce Production Support Engineer, handling tasks such as user management, profiles, contacts, public groups, service groups, queues, notifications, and escalation processes. In this role, I was responsible for resolving incidents through log analysis and logging issues in the ServiceNow software. As a Salesforce Production Support Specialist, I played a crucial role in providing ongoing support for our clients' Salesforce instances.

SALESFORCE DEVELOPER, OIST (TECH RBM), MOHALI (IN) AUG '22 – JUNE'23

My roles and responsibilities towards projects are related to Salesforce and Vlocity development. Implemented the functionality using Lightning Web component, apex classes and using Vlocity platform (Telecom Domain). Along with that, I took trainings for new Salesforce and Vlocity joiners.

SALESFORCE CONSULTANT, VERSTILE CAPITALIST, JAIPUR (IN) AUG'19 – MAY '22

As a Salesforce Consultant, led the design and development of key components in Salesforce instances, utilizing Apex classes and Visualforce pages. Ensured robust test coverage through thorough unit testing, actively participated in bug fixing, and conducted functional testing. Managed production support, promptly troubleshooting issues. Spearheaded release management, installing and testing the latest Salesforce releases, and efficiently deploying code and configurations using Change Sets and GitHub Desktop.

SALESFORCE INTERN, RAPTBOT TECHNOLOGIES, JAIPUR (IN) JUN '18 – JUL'19

Worked on salesforce admin and build admin-based project.

PROJECTS

- **ABSA GROUP, ZA-**

Skills Used – Salesforce admin, Sales cloud, service cloud, service now, copado, AURA, Apex, VF, Manual Testing.

Details – Worked on Incident, Apex Class, Integration Rest API, AURA components related to Absa banking applications. My role in this Project is of Tech Lead, I am responsible for technical guidance to my team along with production support of complex stories.

- **Beta Bionics Sales –**

Skills Used – Basic Salesforce Configurations, Sales Cloud, Integration Procedures, REST API

Details - BetaBionics is a biotechnology company that develops an integrated bionic pancreas system called the iLet for Diabetic Patients. Beta Bionics iLet devices are fully integrated bionic pancreas systems designed to automatically regulate blood sugar levels in people with diabetes.

- **Drei Telecommunication -**

Skills Used – Vlocity Omniscrypt, Integration Procedures, Flexcards, Dataraptors.

Details - The aim of the project is to setup CRM and order management system for DREI. Worked on Integrations from third party using Integration Procedures. Worked on APEX

- **SteelHead HQ – Industry Cloud (CPQ Hub+ProjectHub+RevenueHub)**

Skills Used – Apex, Visualforce, Trigger, Batch Class, Rest API, Manual Testing, GitHub Desktop

Details – Industry-specific business software in the cloud. -This product is exposed in App Exchange for product configuration and pricing also, we have functionality of quote generation and order delivery.

EDUCATION

RAJIV GANDHI PROUDYOGIKI VISHWAVIDYALAYA, BHOPAL (IN) 2013-2017

Bachelor of Engineering in Computer Science & Engineering

CGPA - 7.01

JAWAHAR NAVODAYA KHARONIDIH, PATNA 2010-2012 (XIIth)

Percentage - 72.5%

AN DEO PUBLIC SCHOOL, PATNA 2010 (Xth)

CGPA – 5.8

CERTIFICATIONS

Salesforce Certified ADM-201

Salesforce Certifies Associates

Salesforce Certified Platform Developer I

Salesforce Certified Omnistudio Consultant

Copado Certified Fundamental 1

WEB INFO

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