

Sumit Bhattacharya



* **Kolkata IN** * **Phone:** + 91 -8340446433 ***Email:** sumit.sb05@gmail.com

Experienced Administrator & Developer Support with 4 years of working in the information technology and services industry. Skilled in Salesforce CRM customization, Sales Cloud, and velocity 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 wide as and experiences. I am open and willing to learn whatever is necessary to accomplish my goal. I believe in learning and self-improvement.

SKILLS

- Having 4 yrs. of IT experience with min 3.5 years of hands-on experience in Supporting **SFDC** application.
- Experience using Salesforce Administration, **Profiles, Creating Roles, Page Layouts, OWD, Sharing rules.**
- Implementation and Integration experience using **Custom Objects, Workflow rules, Flow, Visualforce Pages, Apex, SOQL, Omni studio, REST API** Integration. 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 Jitter bit and Salesforce by using **REST API.**
- Working with **SOQL & SOSL** queries with Governor or Limitations to store and download the data from Salesforce database Integration.
- Working experience with basic **Vlocity** components which includes – **Flex cards, Omni scripts, DR, 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, KOLKATA (IN) JUNE'23 – PRESENT

I worked as L2 Level 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 Service Now software. As a Salesforce Production Support Specialist, I played a crucial role in providing ongoing support for our clients' Salesforce instances.

SALESFORCE DEVELOPER, TECH RBM, MOHALI (IN) JUL'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 Velocity 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, RAPPTBOT TECHNOLOGIES, JAIPUR (IN) NOV'18 – APR'19

Worked on salesforce admin and build admin-based project.

PROJECTS

- **ABSA GROUP, ZA – Digital Banking (PC Channels)**

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 & Service –**

Skills Used– Basic Salesforce Configurations, Sales Cloud, Integration Procedures, RESTAPI

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

- **Drei Telecommunication (Omni studio)-**

Skills Used– Vlocity Omni script, Integration Procedures, Flex cards, Data raptors.

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

- **Steel Head. HQ – Industry Cloud (CPQ Hub + Project Hub + Revenue Hub), (AppExchange Product)**

Skills Used–Apex, Visualforce, Trigger, Batch Class, Rest API, Manual Testing, GitHub Desk stop, Change sets.

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

EDUCATION

NRI INSTITUTE OF INFORMATION SCIENCE TECHNOLOGY, RGPV, BHOPAL, (IN) 2013 - 2017

Bachelor of Engineering in Computer Science & Engineering

CGPA - 7.01

JAWAHAR NAVODAYA KHARONIDIH, NIOS, PATNA 2010 - 2012 (XIIth)

Percentage - 72.5%

A.N DEO PUBLIC SCHOOL, CBSE, PATNA 2010 (Xth)

CGPA – 6.0

CERTIFICATIONS

Salesforce Certified ADM-201

Salesforce Certified Platform Developer

Salesforce Certified Omni studio Consultant

Copado Certified Fundamental 1

WEB INFO

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