

BISHWAMBHAR SEN

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PROFESSIONAL SUMMARY

- 17+ years of IT consulting experience with 11+ years in Salesforce and 6 years in .NET development
- Proven leadership in guiding developers and designing scalable, optimal technical solutions
- Extensive experience with Salesforce DevOps using GitLab, CI/CD, and release management
- Bridge between business analysts and development teams to ensure successful project delivery
- Expertise in Apex, Lightning Web Components (LWC), Aura Components, Lightning Message Service and Lightning Data Services
- Proficient in Salesforce configuration (Flows, Process Builder, Workflows, etc.) and customization
- Strong experience in Service Cloud, Sales Cloud, and Experience Cloud
- Hands-on integration experience using HTTP callouts, Platform Events, and Mulesoft for connecting with Twilio and SAP respectively.
- Familiarity with Salesforce security model (Profiles, Roles, Permission Sets, Sharing Rules)
- Data migration and cleanup using tools like Data Loader and Workbench
- Skilled in Agile methodologies (Scrum), story point estimation, and sprint planning
- Strong debugging, performance tuning, and SQL optimization skills
- Excellent communicator, presenter, and mentor for junior developers

EXPERIENCE

Principal Software Engineer (Senior Salesforce Developer)

Dell Technologies Malaysia – Cyberjaya, Selangor

May 2021 – Present

- Lead developer supporting and enhancing Dell's partner portal on Experience Cloud and Sales Cloud.
- Built custom generic list view to support custom list view button in experience cloud.
- Collaborate with business and support teams to gather requirements and deliver scalable solutions
- Own release management using GitLab CI/CD and drive deployment strategies.
- Implemented delta pipeline for deployment.
- Mentor team members and review technical designs for compliance and performance
- Facilitate scrum poker sessions and participate in sprint planning and retrospectives

Salesforce Developer Team Lead

TTMS Software Sdn. Bhd. – Subang Jaya, Selangor

Jul 2019 – Mar 2021

- Led a Salesforce team for an American pharmaceutical client across SEA and ANZ
- Delivered enhancements for CRM focused on cancer patients and healthcare providers
- Managed integration with SAP using Mulesoft and implemented SAML-based SSO with OCID
- Oversaw release activities using GitHub and Bamboo; acted as a liaison with business stakeholders

Software Engineer (Salesforce Consultant)

Lizard Apps Malaysian Development Centre – Kuala Lumpur

Nov 2018 – Jul 2019

- Implemented in-house CRM and customized Salesforce for regional and European clients
- Developed and maintained Lightning Components; delivered production support

Associate Projects (Salesforce Consultant)

Cognizant Technology Solutions - India

Oct 2014 – Oct 2018

- Delivered Service Cloud projects for clients like First Data and Fleetcor
- Developed Lightning apps, reports, dashboards, and email-to-case customizations
- Integrated managed packages like Milestone PM+ and configured user access
- Designed and implemented export functionalities with Visualforce and Lightning

Sr. Solution Integrator – CSI ADM & PMO

Ericsson India Global Services - India

Jul 2013 – Oct 2014

- Migrated legacy applications into .NET-based e-business portal
- Designed scalable APIs, led UAT deployments, and handled performance optimizations

Software Engineer

Geotech Informatics - India

Sep 2011 – Jul 2013

- Developed NHibernate models and REST APIs for e-commerce and survey platforms
- Managed databases and UAT deployments; created custom user controls

Consultant

Capgemini - India

Nov 2010 – Sep 2011

- Delivered a Visa application and registration solution (IVFRT) for VFS Global
- Built DAL components, stored procedures, and handled UAT deployments

Assistant Systems Engineer

TATA Consultancy Services - India

Aug 2008 – Nov 2010

- Worked on automation of PMO processes for Dow Chemicals and CRM Portal for ING Netherlands
- Implemented SQL functions, custom web parts, and debugging for SharePoint-based solutions

EDUCATION

West Bengal University of Technology (W.B.U.T.)

Bachelor of Technology – Major in Computer Science & Engineering

Kolkata, India | 2004 - 2008