

Raunak Ghosh, Software Engineer

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WEBSITE & SOCIAL - [PORTFOLIO](#), [GITHUB](#), [LINKEDIN](#), [LEETCODE](#), [GFG](#), [HACKERRANK](#) , [TRAIIDHEAD](#)

PROFILE - CS Engineer at Salesforce with hands-on experience in Apex, Lightning Web Components (LWC), and Service Cloud. Skilled in troubleshooting complex platform issues, analyzing system behavior, and resolving customer-facing problems. Strong programming background in Java, C++, Python, and JavaScript with solid knowledge of data structures and algorithms.

EMPLOYMENT HISTORY-

(February 2024 – July 2024) Associate Technical Support Engineer Intern at Salesforce , Hyderabad

- Learnt about Salesforce Service Cloud which is a major product of salesforce & completed Administrator certification. Learned various internal tools and frameworks like Apex , lightning Web Components used by Salesforce .

(August 2024 – Currently Working) Associate Technical Support Engineer at Salesforce , Hyderabad

- Gained in-depth knowledge of internal Salesforce tools for debugging issues, analyzing bugs faced by real-time users, and delivering efficient solutions.
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EDUCATION -

B.tech - CSE

Meghnad Saha Institute Of Technology, Kolkata

Senior Secondary

Central Model School, Kolkata

Secondary

Central Model School, Kolkata

SKILLS -

C/C++ , java , python , Javascript , SQL , HTML & CSS , Tailwind CSS , React JS , Node.js ,GitHub & Git , Next Js , Apex , Lightning Web Components .

PROJECT - ([Projects Link](#))

[Object Following BOT](#) -

Tech Stack : C++

Role : Build bot which will follow humans or any objects that are moving and will stop at a fixed distance when the objects stop moving.

[Case Editor & QR Generator](#) - Tech Stack : HTML , CSS , Javascript and React Js

Role : Build a website that take input string and convert it to desired case , generate QR-code . Also Voice can be converted to text.

Demo : [LINK](#)

[Jordan's E-commerce website](#) - Tech Stack : Html, CSS, javascript , React js ,Tailwind CSS

Role : Build an ecommerce website design with only frontend for Jordan shoes.

Demo : [LINK](#)

CERTIFICATIONS - Agentforce Specialist, Data Cloud Consultant, Experience Cloud Consultant, Platform Administrator, Platform Administrator II, Platform App Builder, Service Cloud Consultant

ACHIEVEMENT - Flipkart grid 5.0 2023 - Semi Finalist

LANGUAGES - English , Hindi , Bengali

HOBBIES – Listening to music, playing sports and video games and gymming