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**Harish Patkar**

(14+ years of experience in IT Software)



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| **Resume Summary** | * 14+ Years of total experience in IT Software Development and 10+ years in Salesforce.
* Certified Salesforce Professional
* Experience in requirement gathering, architecting, designing, developing, Integrating and deploying on force.com platform
* Result oriented, self-motivated, able to work with minimum guidance, quick learner
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| **Certifications and Training Attended** | * Certified Salesforce Service Cloud Consultant
* Certified Salesforce Force.com Developer
* Certified Salesforce Platform Developer I
* Certified Salesforce Platform Developer II (Advanced Developer)
* Certified Salesforce Platform App Builder
* Certified Salesforce Administrator
* Attended Salesforce Einstein Analytics Training
* Attended Salesforce CPQ training
* Attended Salesforce Lightning Components Developer DEV 601
* Attended Agile Training at Accenture
* Attended Salesforce DEV 501 training at Accenture
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| **Education Qualification** | * Bachelor of Technology, from Indian Institute of Technology, Roorkee, India (IIT Roorkee)
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| **Software Skills** |

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| **Languages** | Apex, Visualforce, Java, HTML, JavaScript |
| **Development Methodology** | Agile (Scrum), Waterfall |
| **Other tools and Frameworks** | Salesforce.com, Lightning Web Components, Einstein (Wave) Analytics, Eclipse, Workbench, Tomcat, Struts, Swing, MS Excel, SOAP UI, Force.com Explorer, Web service, Perforce, Salesforce Ant Migration Tool, Perforce, Bootstrap, Lightning Design System, AngularJS, Lightning Components, SQL Server 2000, Oracle 9x/10g, MySQL, Python, PySpark, JIRA, Confluenece. Impartner. |

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| **Professional Work Experiences** |
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| Aryaka Network, Bengalore, India | Salesforce Consultant | April 2020 - Present |

**Accomplishments and Responsibilities:*** Collaborate with QA, product owner and scrum master to prioritize needs and produce high quality application changes
* Led and supervised code reviews and ensured all solutions met architectural, design and best practice specifications and custom frameworks
* Developed and standardized deployment process to improve the deployment time, operational efficiency, and coordination with-in the team
* Implemented Salesforce CPQ includes Product Bundles, customization of Amendment and Renewal process.
* Building Salesforce Center of Excellence. Setting the standards for the platform and making sure that team is given the right instructions and following them.

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| Malwarebytes, Santa Clara, CA | Lead Salesforce Engineer | August 2018 – January 2020 |

**Accomplishments and Responsibilities:*** Developed complex applications and updates throughout SDLC, including analyzing business requirements, architecting, designing and developing technical specifications, planning, coding, testing and deployment.
* Collaborate with QA, product owner and scrum master to prioritize needs and produce high quality application changes
* Led and supervised code reviews and ensured all solutions met architectural, design and best practice specifications and custom frameworks
* Developed and standardized deployment process to improve the deployment time, operational efficiency and coordination with-in the team
* Developed Sandbox Refresh strategy and process in order to keep our DEV, QA and Stage environment up to date with Production metadata and data. Identified and fixed many customers data security issue.
* Integrated Avalara and CertCapture with Salesforce for Tax Calculation and Certification request to the customer. Build a screen using lightning component with multiple screens.
* Enabled Partner Portal for Channel Partners to bring more business to the company. This was an integration project between Salesforce and ImPartner and customized both the application in order to fulfill business requirements.
* Led high visibility SaaS based project for the company. In this project we migrated TCV based model to ARR based model.
* Building Salesforce Center of Excellence. Setting the standards for the platform and making sure that team is given the right instructions and following them. Build and stream lined deployment process that reduced lot of time and resources and risk.

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| VMware, Palo Alto, CA | Sr. Application Developer | September 2014 – August 2018 |

**Accomplishments and Responsibilities:*** Leading Salesforce development team in Renewals Track for more than three years. Responsible for Architecting and Designing salesforce solution across all the tracks. Involved in hiring new resources and bring them up to speed.
* Developed complex applications and updates throughout SDLC, including analyzing business requirements, architecting, designing and developing technical specifications, planning, coding, testing and deployment.
* Collaborate with QA, product owner and scrum master to prioritize needs and produce high quality application changes
* Supervised code reviews and ensured all solutions met architectural, design and best practice specifications and custom frameworks
* Architecting, Designing and developing Dashboards using Salesforce Wave(Einstein) Analytics for the company renewal’s forecast and pipeline. Bringing the data from different systems through integration into wave. Transform the data and make it useful for slicing and dicing the data.
* Developed Dashboards using Salesforce Wave(Einstein) Analytics for the company Cross Sell and Up Sell. Bringing the data from different systems through integration into wave. Transform the data and make it useful for slicing and dicing the data.
* Delivered new or enhanced requirements as a Senior/Lead Application Developer
	+ Salesforce CPQ implementation: worked on Salesforce CPQ implementation. It involves Pricing Integration, configuration set up and customization.
	+ Case Assignment: Implemented the case assignment process based on the user skills, availability and load on each user. Developed a single page application using apex, visualforce page and lightning designing system that displays different components to managers and users. Users can
		- see their minimum, maximum case target limits,
		- can add their skills
		- can request for the cases

Managers have additional features to request the cases on behalf of another user, can add new user for case assignment system.* + Cross Sell Up Sell: Automated, designed and developed the Cross Sell Up Sell process in Renewals. Business users used to handle this manually and used to maintained complex excel sheets. This process

improves the productivity of users, renewals business and able to generate KPIs. Integrated Salesforce with Analytics Engine via Informatica.* + Developed the REST API for the Sales Pulse mobile application.
	+ Implemented the custom Quoting process in Salesforce for internal renewal reps and partners using case requests. Cases are handled by the system integration automatically. Partners and Renewal Sales user can request and get the quote in Excel, PDF and XML format generated in EBS. Also, automated opportunity closing process. This involved integrations with EBS and other applications via Informatica and FMW.
	+ Developed configurable and scalable dynamic email service for email support in case of exception.
	+ Developed the Renewal Portal for the partners where they can see and find the contracts for which they have access, download Quotes in different formats, raise a quote request, can see their account performance and other features. Working on Einstein Analytics to generate the KPI for renewals.
	+ Designed and implemented Escalation Application for Salesforce1 mobile app using Lightning Components and Lightning Design System. Features include displaying escalation on map across the support centers and key information.

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| Accenture USA | Software Engineering Team Lead | July 2010 – August 2014 |

**Accomplishments:*** Led Salesforce development team in Service Cloud customization, implementation and maintenance. Responsible for end to end delivery for the projects from Salesforce end. Provided project KT to all stack holders. Involved in project planning, aligning the resources. Deploy the code from one sandbox to another and in production.
* Provides hands-on development guidance to developers and team leads and motivates team members by encouraging creativity and teamwork
* Delivered new or enhanced developments as a Senior Software Engineer / Software Engineering Team Lead
	+ Implemented highly customized, scalable and robust service cloud for VMware from scratch. Some of the key customization features are:
		- Customized Case assignment engine for the technical and non-technical support engineers. Assignment was based on the user skill, user availability, case priority, case type, origin, support centers and their business hours, weekday and weekend support based on the entitlement.
		- SLA calculation based on the type of case, entitlement support, product, business hours
		- Developed Highly configurable and custom email service to enable the email communication channel for the customers
		- Integrated with Avaya IVR system and enable the phone support for the customers. Later enhanced the system to support the call hold option for the customers.
		- Developed a commit monitor using visualforce page and apex for the support managers to view the live status of cases whether they are meeting the SLA
		- Integrated with customer and admin portal using custom webservice developed using Apex
		- Integrated Bugzilla and Knova using custom webservice
	+ Integrated Salesforce with Service now with one to one mapping with case and service now request.
	+ Designed and Developed an Email Alert Masking tool in Java Swing to mask all real user’s emails in email alerts.
	+ Defined and developed the Sandbox post refresh activities.
	+ Designed and developed Email To Anything Custom Email service using Apex and Visualforce page.

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| UST Global | Assistant Manager BD | December 2007 – July 2010 |

**Accomplishments:*** Working as a Systems Analyst and Senior Software Engineer with the business development team to implement and enable the salesforce for the sales users. Also trained and empowered the business users with the salesforce features and capabilities
* Design and developed the code to link the one activity with multiple Opportunities, logic to generate the Project ID for all the projects, User Activity Monitor for the managers using apex and visualforce page
* Setup and configured Hoovers, RainKing and Hubspot with Salesforce
* Design and implemented Task Manager in Java Struts and Hibernate. This application was developed for internal sales users that included sales team hierarchy, different views for users and managers.
* Worked on PDM maintenance and customization.

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| Geometric Software Solution | Software Engineer | September 2006 – December 2007 |

**Accomplishments:*** Worked as a Software Engineer on Team Center Enterprise Product development. Used C, Java, MODeL, Oracle 10g, Clearcase for the development and customization.
* Attended Advance Java training and intense Team Center Enterprise Product training
* Achieved Team Center Enterprise certification

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| E-Ring Software Solution | Software Analyst | September 2005 – August 2006 |

**Accomplishments:*** Got trained on Java, HTML, JavaScript, VB, C++, VC++, ASP, Microsoft SQL Server
* Worked on Land Development and Distribution web application for the commercial and residential land
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