

Vasanthi Kota Narayan
Salesforce Technical Architect
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PH: +91 7829778712

CRM Specialist with 12+ years of IT experience. Trained and certified in Salesforce technologies. Key Strengths include Application Architecture, Program Management, Problem Solving and Designing. Experience at companies that dealt with a wide range of clients in different industries. Articulate communicator who can fluently speak the languages of both people and technology, blending technical expertise with exceptional interpersonal skills while interacting effectively with technical and functional teams.

• **PROFESSIONAL SUMMARY**

Currently associated with **IQVIA** as a **Software Development Manager** with 9+ years of Salesforce experience. Engaged on more than 10 Salesforce implementations.

- Significant exposure of working in an International Business environment with multi-cultured teams ensuring timely product implementation with quality assurance
- Demonstrated competencies by providing vision and leadership to team to meet requirements.
- Perform gap analysis of requirements, develop overall solution design and recommendations, conduct design review meetings and lead the technical design and architecture discussion.
- Actively involved in Project initiation & Planning, Delivery & Test Strategy Planning, Status Reporting
- Strong Salesforce Configuration, Development knowledge in Design, Coding, Integration, Deployment & Implementation Experience
- Coordinate and negotiate solutions for complex, cross-functional enterprise systems with multiple parties and interests
- Understand platform limitations and design alternatives to work around limitations
- Skilled at Technical Consulting, Creating Proposals, Solutions RFI/RFP responses, Estimations & Orals
- Leading and Presenting Proof of Concepts

CERTIFICATIONS

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|---|---|
| • Salesforce Certified Sharing and Visibility Architect | • Salesforce Certified Administrator |
| • Salesforce Certified Platform Developer I | • Salesforce Certified Platform Developer II |
| • Salesforce Certified Sales Cloud Consultant | • Salesforce Certified Service Cloud Consultant |

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- **WORK EXPERIENCE**

Employer: **IQVIA**
Period: **April 2020 – current**

Project Description: Managing the study trials and participant enrollments performed for the studies performed by study sites in the community cloud. The data movement from EPR to Salesforce and salesforce to other up steam systems and managing the information to ease the referrals and PI's to perform their activities

Role Description:

- Salesforce Architect for all Enhancements.
- Technical and Design review for all the Implementations.
- Leading the Deliverability of the Team consisting of 10 developers.
- Handholding with parallel Development Projects in terms of Architecture, Development and Deployment.
- Owning all Client Facing and Managerial Work for the Team

Employer: **Cognizant Technology Solutions**
Client: **Cargill Business Services**
Period: **May 2016 – April 2020**

Project Description: Both Sales and Service Cloud implementation for Global Platform for Protein Avenger group of Cargill Ltd for North America. Service Cloud project is to make the Protein customer service contact centers more efficient and offer customers a more robust experience by expanding customer service options through implementation of new technology to align with a key business strategy of creating a differentiating servicing experience by customer segmentation. The objective of this project is to deliver improved sales performance and increased profits by empowering sales team to make data-driven decisions in a concise manner. Worked in multiple different roles such as Technical and Solution Architect, Technical Lead, Data Migration Lead, Integration Lead & Application developer. This helped me gain 360° work experience in various aspects of Software development. Experience working in various technologies such as Apex, Visualforce, Rest and SOAP web services. Experience working with globally distributed teams and delivering projects in tight timelines

Role Description:

- Lead technical design sessions and architect technical solutions that are aligned with client business objectives.
- Manage the technical delivery of the salesforce solution including custom development, integrations, and data migration
- Coach and mentor junior technical resources and own responsibility for ongoing technical development of technical resources on Salesforce projects
- Provide hands-on, expert-level technical assistance to developers and as necessary, develop custom programs and interfaces
- Support scoping and estimating efforts by providing multiple design options, estimates, and pros/cons
- Proven ability to design, optimize, and integrate business processes across disparate systems.

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- Works directly with clients to lead projects, facilitates business process analysis sessions, develops and delivers key components of technology solution
- Partner with project stakeholders to monitor project status and risk areas
- Drive the User Requirements / Functional Requirement Workshops
- Built data migration and integration strategies to link Salesforce with existing applications (such as Oracle, Siebel, SAP, Single Sign On etc.) and other cloud-based solutions such as Heroku, Mulesoft and many other AppExchange packages.
- Worked with C-Level executives and business stakeholders in making decisions around Buy vs Build, short/long term strategic roadmap, transition plans and suggesting industry best practices.
- Engaged with Pre-Sales team in providing technical assistance on RFPs & RFI's and making customer presentations to close out deals.
- Helped customer to move onto Salesforce Sales/Service Cloud, Force.Com Platform Applications

Employer: Infosys Technology Solutions

Client: DuPont, Ashirvad Pipes

Period: May 2012 – April 2016

Project Description: Helped build out, maintain, and troubleshoot rapidly expanding Sales Cloud Application and ensuring the highest levels of quality and performance. Got Experience in Agile Methodologies and Best Practices of Development

Role Description:

- Worked on Account, Opportunity, Contact, Lead and Case Management.
- Written Apex classes, Controller Classes, Apex Triggers, Batch Apex.
- Worked on Process Automation tools like Process Builder, Workflow, Approval Process, Flows.
- Involved in the requirements gathering and data model design.
- Had regular interaction with consultants to understand the requirement(s) and was helping them in providing the solution(s).
- Deployed components using Change sets and Ant tool.
- Development History was tracked via Application Inventory.
- Issue tracked via Custom Object.

Employer: Infosys Technology Solutions

Client: Duesche Bank

Period: Oct 2009 – May 2012

Project Description: Java Implementation for Banking domain, involves building framework for large data carrier level on java for movement of trade data from upstream to downstream, reconciliation and ETL.

Role Description:

- Developed code for multithreaded framework in J2EE, used spring for dependency injection, oracle as DB ,JUnit for unit Testing.
- Unix shell scripting

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TECHNICAL SKILLS

Languages	: LWC, Aura, Apex, Salesforce Lightning, VisualForce, Java
Salesforce	: Sales cloud, Service cloud, Experience cloud
DBMS Packages	: SQL
IDE	: Eclipse, Visual Studio Code
Server	: Tomcat
Scripting	: Javascript, Ant tool
Web Designing	: HTML basics, CSS
Other tools	: JIRA, Gitlab

● PERSONAL DETAILS

Nationality	: Indian
Present Location	: Bangalore, Karnataka
Birth date	: 10 th Jan 1987
Gender	: Female
Marital Status	: Married