**Star Krishna** 

**Dev 401 Certified Salesforce Developer/Architect**

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**Professional Summary**

**10 Years Salesforce Expert** and **16 years of IT experience** involving all aspect of Analysis, Design, Development, Training and Quality Assurance for various projects in customer relation management, financial services and capital markets domain. Extensive experience in various phases of the Software Development Lifecycle like Requirements gathering, System analysis, Design, Construction, Maintenance and Technical Support. Participated in activities like coordinating project teams, interacting with the client, code optimization, defect prevention & process automation. Technical exposure includes DEV 401 Certified, Lightning, APEX, Triggers, Visual Force, and Web Services in Sales force with Agile and have experience in C#, VB.NET, ASP.NET and utilities like MS Application Blocks**.**

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| **IT Experience** | **Experience** |
| **Salesforce Technical Architect** | **3.0 Years** |
| **Team Lead/Tech Lead** | **5 Years** |
| **Onsite coordinator** | **2.7 Years** |
| **Salesforce, Force.com, Apex, Visual Force** | 9 Years |
| **Salesforce Platform Cloud**  | 2.5 Years |
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| **Company Name** | **Duration** | **Location** |
| **Bahwan Cybertek Pvt Ltd** |  | **Chennai** |
|  | Working from December 2020 |  |
| **Capgemini** |  | **Gurugram** |
|  | November 2017 to August 2019 |  |
| **smartData Enterprise** |  | **Chandigarh** |
|  | January 2016 to June 2017 | 18 months |
| **Confluo e Solutions Pvt Ltd** |  | **Noida** |
|  | March 2014 to November 2015 | 20 Months |
| **World Renewal Spiritual Trust** |  | **Mount Abu** |
|  | March 2012 to February 2014 | 24 Months |
| **Cognizant Technology Solutions Corporation USA** |  | **Onsite Locations** |
|  | July 2006 to January 2009 | 31 Months(USA for Client Projects) |
| **Cognizant Technology Solutions Corp India** |  | **Kolkata** |
|  | December 2004 to June 2006 & January 2009 to March 2012  | 54 Months |

**Technical Skills**

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| Salesforce Specialization  | Sales Cloud, Service Cloud, Platform Cloud, Community Cloud, SOAP API, REST API |
| Cloud Computing | Salesforce, force.com, CRM App Customization, Visual Force, Apex, Building Platform Clouds based on Force.com framework |
| Programming Languages | APEX, C#, VB.NET, Visual Basic, Java, C++, Node.JS |
| Browser Technologies | Java Script, HTML ,CSS, Ajax, JQuery |
| Databases | SQL Server 2008, ORACLE 8, Postgre 8.0 |
| Tools | TOAD, SQL Navigator 4.1, Harvest (CA), Eclipse, Visual Studio Code |
| Project Management | Rally |
| Other Technologies  | MQC, MS Project, VSS, Subversion (version management) |
| Servers | Heroku, IIS, Share Point Server, Biztalk Server, Team Foundation Server 2012 |
| Versioning | Github, SourceTree |

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| **Education** | **University** |
| B.Sc Computer Science | Kakatiya University |
| M.Sc Computer Science | Kakatiya University Campus |

**Salesforce Projects Experience:**

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| **Project-22:**  | **Trinity Rail Community Cloud** |
| Client | <https://www.trinityrail.com/> |
| Environment | Salesforce, APEX, Lightning Web Components, Community Cloud |

**Project Description**

Trinity Rail wants give support for customers to locate the train and fleet management, Railcar mechanical data and gauge-tables, repair data. Trinity Rail Community cloud provides accessing the external data for different customers with their respective Account.

**Role and Responsibilities**

• **Technical Architect**.

• Technical Design

• Development.

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| **Project-21:**  | **HCCB Sales & Service Cloud** |
| Client | **Hindustan Coca Cola Beverages Pvt Ltd (HCCB)** |
| Environment | APEX, Visual Force, Sales Cloud, Service Cloud |

**Project Description**

Hindustan Coca Cola Beverages Pvt Ltd (HCCB), as part of Sales, Service journey they wanted to centralize all their Business Operations which is currently distributed across 7 zones and 26 locations. NKA Order Processing, Retail Order Processing applications are implemented and maintained with Sales Cloud. Query Management, Service Management applications implemented and maintained with Service Cloud for supporting their 8 towers Customer Service.

**Role and Responsibilities**

• **Technical Architect**.

• Technical Design & Documentation

• Development.

• Deploying.

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| **Project-20:**  | **SignupOrg** |
| Client | **ICIX, USA** |
| Environment | APEX, Visualforce, REST API, Heroku Server, Salesforce ISV Org, Heroku , Postgres |

**Project Description**

SignupOrg is a Salesforce Org which is using Custom Cloud ICIX Core functionality for creating ICIX Client Orgs by using ISV Signup API.

**Role and Responsibilities**

• **Technical Architect**.

• Technical Design & Documentation

• Development.

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| **Project-19:**  | **Network Simulation** |
| Client | **ICIX, USA** |
| Environment | APEX, Visualforce, REST API, Heroku, HerokuPostgres |

**Project Description**

Network Simulation is a Salesforce app for Internal ICIX Developers to check the 2 actor workflow, 3 actor workflow and Trading Partners network simulation for network communication and bulk Request process. Network simulation app helps to check the ICIX Heroku App behavior for handling multiple trading partners requests.

**Role and Responsibilities**

• **Technical Architect**.

• Preparing Proof of Concepts for new Business.

• Technical Design & Documentation

• Development of CORE communication.

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| **Project-18:**  | **Org Cleanup** |
| Client | **ICIX, USA** |
| Environment | APEX, Visualforce, REST API |

**Project Description**

**Org Cleanup** is the centralized Signup Org Process for cleaning 2 actor workflow and 3 actor workflow ICIX Custom Objects data from ICIX Developers Org.

**Role and Responsibilities**

• **Technical Architect**.

• Technical Design & Documentation

• Development.

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| **Project-17:**  | **Package Upgrade Script** |
| Client | **ICIX, USA** |
| Environment | APEX, REST API |

**Project Description**

ICIX Package created based on client requirements for LIDL Trading Partner Network, this package upgrade script is going to use while updating new ICIX features for the client.

**Role and Responsibilities**

• **Technical Architect**.

• Technical Design & Documentation

• Development.

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| **Project-16:**  | **SFAR and Issues - Application Support** |
| Client | **Axalta Performance Coating Systems, USA** |
| Environment | Salesforce , Approval Process |

**Project Description**

SFAR (SFDC Access Request) and Issues are custom objects designed to provide the support for Axalta SFDC Global Business.

**Role and Responsibilities**

• Tech Lead.

• Preparing Proof of Concepts for new Business.

• Deploying and Testing.

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| **Project-15:**  | **China Contract Management System** |
| Client | **Axalta Performance Coating Systems, China** |
| Environment | Salesforce  |

**Project Description**

Contract Management system is a Business process to manage all Customer Body shops Credits from Distributors. We have different type of contract templates as per distributor’s requirement.

**Role and Responsibilities**

• Tech Lead.

• Requirement gathering and Analysis, Design.

• Approval Process, Flow

• Bulk upload Visualforce page for Contracts.

• Unit Testing.

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| **Project-14:**  | **Credit Application** |
| Client | **Axalta Performance Coating Systems, USA** |
| Environment | Salesforce  |

**Project Description**

Credit Application is a Business process to manage all Customer Body shops Credits from Customers and Distributors. There is a special approval process around the Sales Manager, Regional Sales Manager and Financial Team to approve the Credits.

**Role and Responsibilities**

• Tech Lead.

• Requirement gathering and Analysis for Different Locations(US, Canada).

• Approval Process.

• Unit Testing

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| **Project-13:**  | **MDM On Cloud** |
| Client | **IHG Hotels, USA** |
| Environment | Sales force Out of box platform, APEX, Visual Force, Webservices, Java Spring, Heroku Server. |

**Project Description**

MDM on Cloud Application developed for handling MDM data on Cloud. Master data management (MDM) comprises a set of processes and tools that consistently defines and manages the non-transactional data entities of an organization (which may include reference data).

**Role and Responsibilities**

• Tech Lead.

• Requirement Analysis & Design.

• Coding (involves in UI design and written code accordingly for the multiple Visual Force Pages).

• Potential Match Engine in Java.

• Written Web Services.

• Unit Testing

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| **Project-12:**  | **DnB EU Tech Approval Process** |
| Client | **Dun & Bradstreet, UK** |
| Environment | Saleforce.COM Out of box Application, Visual force |

**Project Description**

**DnB EU Tech Approval Process**

DnB EU Tech Approval Process application is designed for EU International Technology Group. This application mainly aimed to reduce the effort for communication within International Technology Group & their partners.

**Role and Responsibilities**

• Managing Application Teams & Team Contacts

• Manage Estimation Requests

• Manage Investment Requests

• Approval Process for Application Teams

• Workflows for Business Automation

• Work Orders Management

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| **Project-11:**  | **SFDC Reports Extn** |
| Client | **Dow Jones, USA**  |
| Environment | Using Salesforce.com CRM Environment, SFDC Reports |

**Project Description**

**DJ Reports (Dowjones Reports)**

DJ Reports associated with Dow Jones(DJ) Salesforce.com reports, this project mainly focused on analysis on existing data model of DJ and implementing new data model for Customer Service Reports...

• Migrating Existing Reports to new Data model

• Validating Reports for New Data Model

• Creating Customer Service & Revenue Reports

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| **Project-10:**  | **D&B IDA - Dun & Bradstreet IDA Project** |
| Client | **Dun & Bradstreet, UK** |
| Environment | Using Salesforce.com CRM Environment, Visual Force |

**Project Description**

**Account Family Tree:** Account family tree (AFT) represents tree structure of given focus company duns number.

• Managing Accounts & Contacts for Family Tree

• Capturing DnB Account Family from Amazon Cloud Webservices.

• Creating Account Family Tree

• Navigating through Account Family Tree for each Parent Account

**Job Responsibilities**

As a Developer AFT is created based on Amazon Cloud Webservice Response.

**.NET Projects Experience:**

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| **Project-9:**  | **Dilaram India One Solar** |
| Client | **World Renewal Spiritual Trust, Mount Abu** |
| Environment | Windows Forms, .NET Framework, Visual Studio 2012, Team Foundation Server, Code Composer Studio v4.0 for Programming MSP Micro Controller in C++ |

**Project Description**

Dilaram India One Solar Project is a unique project for Solar Dish Tracking System.

**Role and Responsibilities**

• Team Lead.

• Design & Development for GUI and Communication Processor.

• Logging.

• Unit Testing

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| **Project-8:**  | **Connect One** |
| Client | **World Renewal Spiritual Trust, Mount Abu** |
| Environment | ASP.NET, .NET Framework, Visual Studio 2012, Dev Express 12.1.4, SQL Server 2008 |

**Project Description**

Connect One Application developed for handling all kind of accounting system for Prajapita Brahma KumarisIshwariyaViswaVidyalay. This project is started to resolve the issues in OLD accounting softwares& providing unique solution for RudraGyanYagna Accounting System for all Centre and Head Quarter Mount Abu.

**Role and Responsibilities**

• Requirement Analysis & Design.

• Coding (involves in UI design and written code accordingly for the multiple pages).

• Reports, SSL.

• Written Web Services.

 • Unit Testing

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| **Project-7:**  | **Receivables Edge Browser – ICL** |
| Client | Chase Bank, Chicago |
| Environment | ASP.Net 2.0, C# 2.0, VS 2005, and Oracle 10g, Java Script, AJAX , Sharepoint Server 2007 |

**Project Description**

1. **Image Cash Letter**

Image Cash Letter (ICL) will allow eligible physical checks received at the lockbox site to be converted to electronic alternatives by introducing ICL to Wholesale Lockbox customers

1. **ICL Monitor**

The ICL Monitor is a new scheduled processor that will check ICL Triggers, x9.37 File creation status, Acknowledgement Parser Status, NCI Parser Status

1. **ICL Acknowledgement Parser**

The ICL Acknowledgement Parser is a new parser that will listen for acknowledgements from the VPC that an ICL file sent by TFC was received and whether it passed validations. As the ICL acknowledgements are received, the new parser will update the status of the ICL in FRDB.

**2. Share Point Server Integration**

Receivables Edge Team is part of the Treasury & Security Services Group, Receivables Edge Team have document management system for Project documents, Team Meetings and Calendar updates.

**Job Responsibilities**

1. Creating Project Template for Releases and Site for Common Release project documents, Process Templates, Release 1 to 10

2. New Sites created for Change Requests, Team Discussions, and FAQ

3. Integrated Docshare SPS with New PMO SPS Server

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| **Project-6:**  | **Onyx/ CRM Agent Center Build Engineer** |
| Client | Regence, Portland, OR |
| Environment | Onyx/CRM Agent Server, Harvest, ASP.Net 2.0, VB.NET 2.0, VS 2005, and SQL Server 2000, Jscript, Java Script, VB Script, Cruise Control.NET, AJAX  |

**Project Description**

The build engineer for the Onyx development team is responsible primarily for deploying the custom components and managing the environments. This is originating years ago in staff shortages (no build engineer) when the project was first getting started, the build process was given to the developers. As a result, a majority of the Onyx/CRM custom components are built by developers and the binaries checked into Harvest. Deploy scripts were written to get the finished product onto the servers. Originally, there were 20-30 of these DOS batch and VB script files. They currently still form the heart of the deployment mechanism but are slowly being integrated into newer jscript and java scripts/utilities.

**Responsibilities**

* Onyx Server Building
* Procedure to Setup Build Server
* Configuring Batch Processes
* Setup of CRM Database Server

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| **Project-5:**  | **UHPD Projects(VB .Net 2.0, SQL Server 2000)** |
| Client | Ingenix, Technology Drive, MN |
| Environment | ASP.Net 2.0, VB.NET 2.0, VS 2005, and SQL Server 2000 |

**Project Description**

United Health Program Designation (UHPD) is suite of three applications supported by Designation Database Team (DDB). UHPD projects allow DDB team to identify quality, efficiency for assigning scores and designate the physicians and hospitals based on survey results.

**UHPD Projects for OM**

 UHPD contains following application for supporting above process.

1. **DDB Admin 1.0**: This application using for scoring, designations and generate the Letters for Physicians.

2. **Provider Admin 3.0**: This application has process to navigate the survey results and able to see scored reports, assign comments and reject reasons for Physicians.

**OM Project Role**

* Responsible for creating the SQL Stored procedures & Views and Manage the scripts for defects.
* Maintain and monitor tickets to closure using MQC tool
* Solving Tickets & Work order Tickets to Fix the application defects

**UHPD Projects for Development**

**DDB Admin 2.0 Application have two type of functionality for Hospital Generate Letters, Physician Generate Letters**

**Hospital Admin 2.0 Application**

**Health System Tab**: Health System is mainly represent group of similar hospitals, this tab enable user to adding, modifying and deleting the Health System for linking the hospitals.

**Project Role**

• Interacting with the client to get the requirements and specifications & to analyze the requirement and get clarification from the client.

• Responsible for creating the SQL Stored procedures & Views and Manage the scripts for defect fix solutions.

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| **Project-4:**  | **Stars Output Automation – Hartford Annuities Business** |
| Client | Hartford Life |
| Environment | Oracle 10g, Forms , Reports, Windows XP |

**Project Description**

This project handle annuity business for Specially Structured Settlements (SS), Maturity Funding Individual & Maturity Funding Group (MF).The electronic versions of the contract forms were not available for all states for the initial release of Output Automation. However, since that time compliance has filed the appropriate forms for more states with the issue/owner state. Thus, this project will also include making changes in STARS so that the contracts for additional states can be produced electronically. Since approximately 6,800 contracts are sent out each year, this calculates to about 131 contracts per week. With additional automation, it should take about 3 minutes per case to produce a contract package. Although the volume of MF individual contracts is much smaller (average of 15 MF individual contracts a year), this project includes the MF individual line of business.

**Project Role**

* Oracle PL/SQL Coding, Manage the Scripts
* Requirements gathering for STARS Output automation development
* Design and Process Improvement
* Onsite Offshore Communication Management

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| **Project-3:**  | **West Des Moines (WDM) applications – MetLife Administer Annuities** |
| Client | MetLife |
| Environment | VB.NET, ASP.NET , SQL Server 2000, Windows XP |

**Project Description**

West Des Moines (WDM) applications of MetLife administer annuities (both deferred as well as immediate), and also administer single premium whole life policies. These applications also act as support systems for various other policy administering systems like EV15, NEF etc which house several other products of MetLife both on the annuities and the life insurance side.

**Project Role**

* Operations and Enhancement Management for LifeCad MP.
* Requirements gathering for WDM application development

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| **Project-2:**  | **OTA Translator Tool -- Open Travel Alliances – Retail Technology Group(RTG) Framework** |
| Client | Open Travel Alliance |
| Environment | C# Windows Application, Postgres 1.2, XML, XSL, Windows XP |

**Project Description**

The OTA Translator Tool: provides a quicker, cleaner and easier approach to identify and map the client supplier data to OTA Schema elements. This Tool learns and builds a Data Dictionary to help users in the mapping and provides a mapping file as the output. This accelerates the development time, helps developers focus on the design and cuts project costs for the client.

1. The powerful search engine for schema, simple/complex type, Elements, Attribute name/group in the XSD schema.
2. Analysts can view the XML Schema(s) in many user friendly formats.
3. Reduces the time consuming part of Direct Connect project approach.
4. Mapping could be saved in database, spreadsheet or word document.

**Project Role**

* Application Design Lead and Coding for Database Scripts
* Creation of modules for interaction between application layers
* Member in Requirements Gathering, Design, Coding, Deployment of the project

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| **sProject-1:**  | **Collection Development Management System** |
| Client | Baker & Taylor, Inc |
| Environment | ASP.NET, C# , Oracle 9i, IIS 5.1, Windows 2003 |

**Project Description**

The CDMS application was developed to automate the Collection Development process thru (a) enhancing customer service levels and experience by rapid turnaround of collection development lists and ultimately allow customers to use CDMS. (b) Increase efficiency thru automation & integration by freeing up Collection Development staff to be able to perform business developments.

**Project Role**

* + Page level design for Output Listing, On The Fly Profile, Adding Output List, MARC Template Creation, Settings Screen for Customer and Project.
	+ Scheduler: Writing window Service for creating the output list based on assigned profile with scheduled timer.
	+ Implementation
	+ Onsite Offshore Communication Management