**Shashidhar Anand**

**Snr. Salesforce Developer / Subject Matter Expert / Techno-Functional Consultant**

**Profile:**

* Over 15 years of proven IT experience involvoing all phases of Softtware Development LifeCycle.
* Over 8+ years **of c**omprehensive work experience delivering Salesforce development, administration and Data Analytics. Strengths in Salesforce Sales, Service and Vlocity Clouds and Analytics.
* Implementation of Lightning components using the Lightning Design System (LDS) in Lightning Web Components (LWC).
* Experienced in Insurance, health, Banking and Retail Life Cycle Process. Good analytical skills and Production Support.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements.
* Analyzing the existing code and adding new methodology to the existing code without any impacts.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various reports
* Written Test Classes to cover both positive and negative use cases for the code written in Apex Classes, Triggers and Web Services and achieved 90% of code coverage across the organization.
* Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, customer portal and customer support community.
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Used Data Loader Command Line programming interface for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Implemented Inbound REST web services, consumed outbound web services with third party web application.

**Technical /IT Skills**

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| **Salesforce** | Lightning Web Components, Vlocity, Einstein Analytics, DataLoader CLI, Ownbackup |
| **Analytics/Cloud**  | Denodo, Informatica, OBIEE, Oracle Golden Gate, Tableau, Qlikview, AWS S3/Glacier |
| **Testing** | Selenium, TestNG, TestRail, HP ALM, HP Quality Center |
| **Databases** | Big Data, Lucene, Solr, Flume, Kafka, Oracle 7.3-12c, Sql Server 2008-2012, IBM DB2, CA Erwin 9.5, Abacus, PL/SQL |
| **Operating Systems**  | Linux, Solaris 10, Windows, shell scripting |
| **Domain Knowledge** | Life Sciences, Banking, Insurance, Healthcare, Law Enforcement, Govt., etc |

**Education, IT Training and Certifications**

* MS Computer Information Systems, California State University, Los Angeles, CA (2009).
* Bachelor of Technology in Computer Science from Bangalore University, Banglore, IND (2005).
* Salesforce Certified Administrator
* IBM DB2 Professional
* ISO 9002 Management Certificate
* Investments Funds & Securities, Moodys Analytics
* SCRUM Master Certificate
* Network Plus Certification

**Professional Experience**

**Hologic Inc, Marlborough, MA Feb’21 – Current**

**Lead Salesforce Developer / SME**

**Technical Environment:** Salesforce Service Cloud, Lightening Design Systems, Lightening Web

 Componets, VisualForce, Salesforce Inspector, Custom Multi User

 Approvals, REST Service, Okta SSO integration, E-signature, VS Code,

 Replay debugger, Connected Apps, Named Credentials etc

Complaints/Incidents Management application It is a cloud based application developed for Medical devices indutry to cater to Sales, Service, Complaince and Complaint Management for medical device industry. It was built on Salesforce.com for creating and deploying multi-tenant, cloud-based industry applications for social enterprise. The application provides incident management that details about creating the product complaint, service request, order, request for information, medical inquiry, investigation, general type incidents, reportable authorities for many countries and finally Regulatory complaince reporting.

**Key Achievements & Responsibilities:**

* Development of LWC, Apex triggers, Integrations, Batch classes, Visualforce and Flow triggers to achieve functionality of the company's Complaint Management App
* Updated programs as per user needs and developed codes that were in accordance to specifications.
* Crafted modules, interfaces and applications through native Salesforce development.
* Defined product Complaints workflows, processes and best practices while tailored enterprise processes for regulatory reporting
* Drove regulatory operational improvements by defining pre population of reference data through mappings which resulted in specialist clicks leading to improved savings and profit margins.

**Canada Life, London, ON Feb’20 – Jan’21**

**Salesforce Vlocity Developer / SME**

**Technical Environment:** Vlocity Insurance Cloud, Integrated Login, MVP product, Web Services,

VS Code, Data Raptors, Integration Procedures, Postman etc

IMS Integrated Member Site - was initially built to take advantage of Vlocity platform out of the box declarative programming capabilities to get an MVP site that catered to GLH (Group Health) and GRS (Group Retirement) clients and ones having both the accounts. The IMS login was designed in such a way even when policy is registered on GLH or GRS and the member is on a whitelist and is not a multisponsor they will be logged in or redirected appropriately to legacy member site.

* Participated in Agile sprint planning and coordinated individual and team testing throughout to ensure quality deliverables by the end of the sprint.
* Vlocity Flexcards, Omniscripts for UI interactions and Integration Procedures with Data Raptors for data points
* Worked on Salesforce Vlocity Omniscripts, Dataraptors, UI template & Integration procedure.
* Api and backend integration of application and troubleshoot integrations using Postman, SOQL, SOSL, SQL and REST explorer.
* Wrote, adapted and used both existing and new Selenium TestNG Automation scripts extensively in Java.
* Actively listened to customers' requests of having single logon for both Health and Wealth customers. Reached out to Salesforce for unique Integrated logon for multiple systems.
* Managed promotion pipelines, upgrades and provide on-site testers direction for verification of Salesforce preview sandboxes.

**Cushman & Wakefield, NYC, NY Dec’18 – Jan’20**

**Salesforce Developer**

**IT Environment:** Sales cloud, Apex Language, Dashboards & Reports, SQLServer 2008,

Lightning, Certificates management, Data Loader, Process Builder, Autolaunch

Flow Triggers, Web Services, HAO IDE, VS Code, etc

Deal Management is a functionality which allows brokers to work and close the deals faster and smoother. The deals go thru approval process for successful conversion from Deal to closure. Only In-house allocation parties with entity type Corporate Broker, Independent Contractor Broker, House Account, Pools will be available to add on to Deal Split and Allocation. Whereas outside allocation parties with the entity type Outside Broker, Client Fee Share and International-Intra Company WILL NOT BE available to add on to Deal Split Team and allocations.

* Salesforce Development that involved developing Apex Triggers, LWCs, Guided Navigation / Workflow tools, including Process Builder, Flows, Validation rules, Duplicate Rules, Auto-Response Rules for automating business logic.
* Managed and customized Salesforce.com scopes such as users, roles, profiles, groups, record types, sharing rules, Custom objects, Page Layout, Data migrations using Data Loader and CLI to support vital business functions.
* Planned and implemented security measures to safeguard vital business data.
* Interpreted and converted manual test cases into automation smoke and regression suites with TestNG

**Bank of the West, San Ramon,CA June’14 -Nov’18**

**Salesforce Consultant**

**IT Environment:** Oracle 12g ODS, Denodo, Big Data, Collibra, Tortoise DM, External tables

Responsible for consuming centralized data schemes to support enterprise wide information sharing, analytics and value creation. Initiate, design, guide and oversee technical solutions for Commercial Banking, Wealth Management and Contact Center groups while ensuring the solutions align with the technology vision and the landscape of the enterprise.

* Integrated Salesforce with MDM using REST APIs and conform with ESB.
* Apex implementation of complex business logic within Governor Limits.
* Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas
* Provide recommendations on how to improve our Salesforce operational platform
* Initiate, design, guide and oversee technical reporting solutions with Reports & Dashboards for Commercial Banking, Wealth Management and Marketing groups.
* Lightning components parent child communication and resolution of rendering issues by using static control variables.
* Custom Lightning web components (LWC) in Public Sites and control changes by re-publishing when regressions were completed.

**Hewlett Packard, Palo Alto, CA April’13 – May’14**

**Data Solutions Architect**

**IT Environment:** Erwin, Abacus, Collibra, Lotus, Entitlement Manager

As part of the Enterprise Architecture team the responsibilities included maintaining the EDM (Enterprise Data Model) with Design, BDOs, SBAs, STVs, Standards, Definitions, Domains, Life Cycle Analysis, Context Diagrams, Event Business process alignment, Business triggers, I/O diagrams, Merges, Comparisons, Macros, Reports, Data etc.

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**Kaiser Permanente, Rancho Cucamonga, CA Jan’12 – Mar’13**

**Data Modeller**

**IT Environment:** Erwin, Abacus, Tableau

At Kaiser, I worked for National Product Solutions and Program Management (NPSPM) team, which was responsible for designing, implementing and maintaining the technical infrastructure and data schemas and data interfaces that support products within KP’s MSSA community. I worked to implement an intranet web portal service that involves data migration & implementation from all six different regions (NCAL, SCAL, CO, GA, MAS, NW) for Kaiser Permanente and to create a common intranet web portal application for all the users.

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**Baldwinpark & MontereyPark Police Department, LA County, CA May’09 – Jan’12**

**Systems Data Analyst**

**IT Environment:** LDAP, Verisys, Motorola ESS, Crystal Reports, Windows Server, VMware

Baldwin Park Police Department is responsible for keeping the community safe and control crime, emergencies and traffic that foster growth and production of the residents. Also Baldwin Park City Hall is responsible for building plans, Parks, Recreation, Permits etc. I have been involved in various aspects of their systems initiatives, restructuring, process configuration, enhancements and management.

* Managed, enhanced and maintained mission critical data and systems for emergencies.

**California State University,** **Los Angeles, CA Sep’07 – Apr’09**

**Teaching Assistant**

**IT Environment:** Crystal Reports, Excel, Active Directory

* As a TA at the university computer labs I was responsible for training, demos and resolving users questions and assignments.
* Designed and developed ad hoc reports for various computer lab operating metrics, reports, graphs for departmental planning and pursuit of success.

**Standard Chartered Bank, Bangalore, India Aug’05 – Aug’07**

**Systems Analyst**

**IT Environment:** Java, Jasper Reports, RAD, VBA

At Standard Chartered Bank we performed merger of many disparate data sources.

**Responsibilities:**

* Bally Casino's demand and usage of their slot machines on the floor was captured on Operations Reports available to floor supervisors. Reports were designed and implemented in Jasper Reports (Java).