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**Kuldeep Rathore**

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| **Summary of Experience**  |
|  | I am a Salesforce.com CRM Consultant/Developer/Architect with over 13 years of experience in building enterprise scale Salesforce.com centric CRM solutions across various industries such as Telecommunications, Pharmaceutical, Energy, Retail and Non-Profits.My focus in this tenure has been to develop robust CRM solutions closely working with business teams primarily for Sales & Service. I am very well versed with the power of the platform and am passionate about extending it effectively with Apex and Visualforce when needed. My expertise encompasses working closely with business stakeholders to understand the key business questions and challenges and defining a solution to cater to their needs.I have worn multiple hats during my professional career and have been a solution designer, technical architect, business analyst, team lead and developer for multiple global implementations.  |
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| **Company** | **Start Date** | **End Date** | **Durations** |
| Byjus | 01/09/2021 | Till Present |  |
| Nagarro | 17/02/2021 | 02/08/2021 | 6 Months |
| Ecolab Digital Center | 03/12/2018 | 12/02/2021 | 2.2 Years |
| Quinnox Consulting | 17/10/2016 | 30/11/2018 | 2.1 Years |
| Intelliswift Software | 03/09/2015 | 04/09/2016 | 1 Year |
| Deloitte Digital UK (Acquired prior company Titanium Fire) | 18/08/2014 | 16/07/2015 | 1 Year |
| Aequor Technologies | 04/04/2011 | 31/07/2014 | 3.4 Years |
| Tulip Telecom Ltd. | 08/08/2008 | 31/12/2010 | 2.4 Years |

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**Client Experience**

**Firm**: Byjus

**Client**: Internal Project

**Role**: Technical Architect

**Industry**: Edtech **Service Line**:  Services

**Description**: Service Cloud implementation enhancement, Omni channel implementation. Integration between Backend System and Salesforce for Order, Payment and Attendance data.

**Role**: Technical updates on user stories, architecture designing, work on stories assigned and oversee teams.

**Technical Environment / function covered**: Slack, VS Code, Git, Salesforce.com

**Firm**: Nagarro

**Client**: Consumer Good Leader

**Role**: Technical Architect

**Industry**: Consumer Goods services **Service Line**: Services

**Description**: Customer journey mapping phase, conducted workshop for AS IS process flow for US, Mexico and LATAM region. Conducted TO BE process workshops.

**Role**: AS IS and TO BE process flow and architecture designing and oversee teams.

**Technical Environment / function covered**: Teams, One Note, Bluework, Power Point

**Firm**: Nagarro

**Client**: Pharma Leader

**Role**: Technical Architect

**Industry**: Life Sciences **Service Line**: Services

**Description**: Provided solution for product violation and client agreement.

**Role**: Requirement gathering, Solution designing, ER diagram and Architecture diagram and delivery

and oversee teams.

**Technical Environment / function covered**: Salesforce.com

**Firm**: Ecolab Digital Centre

**Client**: Ecolab, environmental services company

**Role**: Technical Architect

**Industry**: Environmental services **Service Line**: Services

**Description**: Implementation of Field Service lightning, Lightning Migration and manage existing Sales and Service cloud implementation.

**Role**: Architecture designing and implementations, development, deployment and oversee teams.

**Technical Environment / function covered**: Teams, DevOps, GIT, VS Code, Salesforce.com, Salesforce Lightning, LWC, Aura Component, Force.com, Apex class, JavaScript, Visualforce pages, Triggers, Test Classes.

**Firm**: Quinnox Consulting Services ltd.

**Client**: Waste management, comprehensive waste, and environmental services company

**Role**: Manager

**Industry**: waste management and environmental services **Service Line**: Services

**Description**: Conversion of Salesforce classic to Salesforce lightning which includes making Org ready to lightning compatible, enabling lightning, user access management for lightning, changing JavaScript buttons into intermediate and changing custom solution (Visual force pages, component) into lightning component. Implementation of Sales and Service cloud along with custom product solution implementation. Worked on Batch concept for large amount of data to process daily integration run. Integration with multiple Apps (Siebel, MAS) using REST API (via ESB). Few other modules include integration with Postgres through Heroku Connect for schedule related data management, integration with AWS3 for local sites where salesforce works as content management.

**Role**: Requirement gathering, architecture designing and implementations, development, deployment, oversee teams.

**Technical Environment / function covered**: SharePoint, Application lifecycle Management, ANT, Jira, GIT, Eclipse, Salesforce.com, Salesforce Lightning, Aura Component, Force.com, Apex class, JavaScript, Visualforce pages, Triggers, Test Classes.

**Firm**: Intelliswift Software, Inc.

**Client**: [Online Advertising](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0ahUKEwj9gq3aysTMAhUScI4KHZoPCT8QFggcMAA&url=http%3A%2F%2Fopenx.com%2F&usg=AFQjCNHFR-W3YYoADJ7Iodqx74UFlN2vCA&sig2=YIFqy1HVwD8mzv01ZEKNKg) Leader

**Role**: Technical Lead

**Industry**: Advertising Technology **Industry Service Line**: CRM

**Description**: Implementation of Sales and Service cloud along with custom product solution implementation. Echo sign agreement implementation for entire client base supply agreements. Service cloud include Case management, Knowledge Base, Communities and Case Entitlement.

Role: Requirement gathering, architecture designing and implementations, development, deployment, oversee teams.

Technical Environment / function covered: Basecamp, Eclipse, Salesforce.com, Force.com, Apex class, JavaScript, Visualforce pages, Triggers, Test Classes.

**Firm**: Intelliswift Software, Inc.

**Client**: Business Cloud Communication Leader

**Role**: Technical Lead

**Industry**: Telecom **Service Line**: CRM

**Description**: Implementation of Open CTI, integration with VoIP for complete solution like click to dial, inbound contact display, outbound calls, transfer call, conference call, call recording, voice mail services, contact creation, call log maintenance and activity (Task & Event) tracking. Creating package and preparing for app exchange.

Role: Requirement gathering, user story mapping, architecture designing and implementations, integration, development, deployment, oversee offshore teams

Technical Environment / function covered: Rally, Basecamp, Eclipse, Bugzilla, Salesforce.com, Force.com, Apex class, JavaScript, Visualforce pages, Test Classes

**Firm**: Deloitte Digital UK

**Client**: Leader in serving science

**Role**: Technical Lead

**Industry**: Health Care Service Line: Customer Applications

**Description**: Sales Cloud Implementation with Customization using force.com

**Role**: Working with business team to gather requirement and validate them against Salesforce’s technical landscape. Application architecture designing and implementations. Customization and development. Writing test script.

**Technical Environment / function covered**: Salesforce.com, Force.com, Trigger, Apex class, Apex sharing, Visual force page, Test Classes

**Firm**: Deloitte Digital UK

**Client**: Leading Financial services firm

**Role**: Technical Lead Developer

**Industry**: FSI Service **Line**: Customer Applications

**Description**: Implementation of Salesforce.com functionality with Force.com customizations to cover sales cloud along with in-house developed accelerators.

**Role**: Responsible for validation and correction of architecture implemented by internal teams to produce go to market Salesforce accelerators. Merging multiple accelerators into one package to enhance sales functionality

**Technical Environment / function covered**: Salesforce.com, Force.com, Deployment, Unmanaged package, Test classes.

**Firm**: Deloitte Digital UK

**Client**: News & Television Agency

**Role**: Business Analyst

**Industry**: Telecom Service Line: Customer Applications

**Description**: Documenting customer journey mapping for Salesforce implementation.

Which will support BBC TV Sales processes.

**Role**: Interaction with business team to gather existing and expected functionality for Lead generation system, contact management and rights management. Production of Customer journey mapping document containing “As is” and “To be” world alignment.

**Technical Environment / function covered**: Salesforce.com, Word Doc, Power Point presentation, Visio

**Firm**: Deloitte Digital UK

**Client**: Leading Payment gateway system management company

**Role**: Lead Developer

**Industry**: Finance Service Line: Customer Applications

**Description**: Implementation of Sales Cloud functionality with Force.com Customizations to enhanced functionality.

**Role**: Working with the business team for requirement gathering/validation, ensuring application architect, implementations and development.

Technical Environment / function covered: Salesforce.com, Force.com, Trigger, Apex classes, Visual force components, Test class

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| **Firm:** **Titanium Fire UK****Client**: Leading Petrochemicals and lubes manufacturing company **Industry**: Petrochemicals Service Line: Customer Solutions **Role**: Senior Developer **Description**: Responsible for overall global configuration and implementation of salesforce.com.* Work with Salesforce.com Team to provide development
* Developed and maintained Salesforce.com standard and custom objects, workflows, validation rules, dashboards and reports, and custom formulas.
* Created case management process, campaign management process, page layouts and record type requirements.
* Customized profiles, role hierarchy, sharing rules, record and field level security based on the organizational requirements and country specific limitations.
* Created design document for user reference and participated in knowledge transfer to support team.

**Technical Environment / function covered**: Salesforce.com, Force.com, Visual force page, Triggers, Classes, Test Classes |
| **Firm**: Titanium Fire UK**Client**: Leading Game manufacturing company**Industry**: Gaming Industry Service Line: Systems Integration **Role**: Technical Lead **Description**: Design the architecture of Gamification app for the AppExchange. The architecture was validated through the construction of an installable prototype which covered the installation wizard (to set the game conditions using visualforce screens), and ‘leaderboard’ functionality working off of opportunity attributes.* Understanding client requirements, solution technical design and implementation.

Technical Environment: Salesforce.com, Force.com, Force.com IDE**Firm**: Aequor Technologies**Client**: Leading Pharmaceuticals company |
| **Industry**: Pharmaceuticals Service Line: Systems Integration **Role**: Technical Lead**Description**: Client is a multinational company with three different Salesforce.com orgs; Vision Care, Pharmaceuticals and Surgical. The solution requirement focused on the delivery of a Customer Services capability to support of sales and product services. * Managed the global business and system integration.
* Designed custom solution, which supports the company process.
* Implemented BMC Remedy Force tool for the company support process.
* Worked on custom solutions
* Unit testing
* Writing Test Classes
* Writings Test scripts
* Deployments to different environments

**Technical Environment**: Salesforce.com |
| **Firm**: KVP Business Solutions**Client**: Non-profit Organization**Industry**: Non-profit Service Line: Customer Solutions**Role**: Integration Expert**Description**: Integration between Salesforce and AS400 using Cast Iron.* Integration with Legacy system to pull and push the data.
* Design and build an integration between AS400 and Salesforce.com

**Technical Environment**: Salesforce, AS400, Cast Iron |  |
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| **Firm**: KVP Business Solutions**Client**: Industry: Financial Services Service Line: Venture Capital**Role**: Developer.**Description**: Leading Loan Firm.* Understanding client requirements, solution design and implementation, creating test cases and testing the application.

**Technical Environment**: Salesforce |  |
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| **Industry**: Services Service Line: Customer Solutions**Role**: Developer**Description**:* Designed solution for Material management.
* Designed solution for Inventory Control
* Designed transection Management.

**Technical Environment**: Salesforce |  |
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| **Firm**: Tulip Telecom Ltd.**Client**: Leading Telecom company**Industry**: Telecom Service Line: Customer Solutions**Role**: Developer**Description**:1. Designed and Implemented Network Operations Control system.
2. Designed and Implemented Virtual Network Management System.
3. Designed and Implemented Customer Relationship Management system.
4. Designed and Implemented Performance Management System.
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| **Technical Environment**: .Net, C#, ASP, HTML, SQL, JS |  |

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| **System Experience**  |
|  | Software / Products:   Salesforce.com, force.com, Cast Iron |
|  | Development Tools / Languages:   Tools: Eclipse, Salesforce developer console, Data loaderLanguages: APEX, SOQL, Visual force, SQL, Classic ASP, HTML, JS |
|  | General Tools:   MS PowerPoint; MS Word; MS Excel.MS Project; SharePoint; Visio. |

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| **Education** |
|  | Bachelor of Engineering |
|  | Rajasthan University, India |

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| **Training/Certification** |
|  | * **Salesforce Certified Force.com Developer**
* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Platform Developer II**
* **Salesforce Certified Platform App Builder**
* **Salesforce Certified Sales Cloud Consultant**
* **Salesforce Certified Development Lifecycle & Deployment Designer**
* **Salesforce Certified Sharing and Visibility Designer**
* **Salesforce Certified Data Architecture and Management Designer**
* [**Salesforce Certified Integration Architecture Designer**](http://certification.salesforce.com/integrationarchitect)
* [**Salesforce Certified Application Architect**](http://certification.salesforce.com/applicationarchitect)
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| Language Skills |
|  | * English
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**Date**: 23th March 2022

**Place**: Bangalore, India