**OBULESU BOMMISETTY (OB)**

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**SUMMARY**

**12+years** of experience in IT Industry as a **Solution Architect** and **Technical Project Manager**. Specialized in Salesforce CRM, Configuration, Customization, Data Migration, Integrations and AppExchange Products.

**SOLUTION ARCHITECT / TECHNICAL MANAGER:**

* Elicitation, Solution design, Tracking/ Assigning the requirements of a project and communications.
* Preparing and reviewing the FSD, TDD and IA for the requirements and maintain them in repository.
* Documenting the requirements to Solution and Technical Designs, optimizing the source code.
* Ensure that the delivered products/services conformed, Technical standards and guidelines set by the org.
* Maintain Project repository and updating Knowledge Management folders, sharing knowledge to team.
* Manage and facilitate communication related to the project status to the Client.
* Analysing defects/Problems, identifying root causes, implementing corrective and preventive measures.
* Resource Planning, Performance Management, and utilization (Goal Setting, Mentoring, PDP) for a Team.
* Responsible for identifying Training needs of the team and developing technical and other competencies.

**OVERALL TECHNICAL EXPERTISE:**

* Maintained Partner Dev org, Sandbox, Sandbox Refreshes, and Licensing, SF Support Cases.
* Good experience in Manage Packages to Release Beta/Major/Patch versions with Release checklist.
* Implemented Security and Sharing Model at object/ field /record level for users at Org levels along with profiles / permissions sets / Roles based on the organizational hierarchy.
* Expertise in creating Salesforce custom objects, page layouts, workflows, alerts, reports, and Approvals.
* Implemented Web-to-Lead, Email-to-Case, Sales/Support Process setup and knowledge management.
* Expertise in Salesforce Administration and Maintenance activities of Go-live/Post-production support.
* Experience in Salesforce.com Customization on Apex Classes, Triggers, Services and Visualforce Pages.
* Working experience in Dev Hubs for packages, Lightening, LWC and SFDX on the latest Salesforce concepts.
* Experience ofForce.com Source Code Migration tools ofForce.com IDE, Workbench, Ant.
* Good Knowledge on AppExchange as involved for Fundingo Origination, Apto Commercial Real Estate, Ultra Field History tracking / Ultra Schema Builder Design to till Listing on AppExchange with Dev Hubs.
* Proficient in Data Migration/ ETL Process, experience with Jitterbit /Apex Data Loader, Informatica Cloud.
* Experience in pre-sales discussions, building quick proof of concepts and demonstrating it to customers.
* Well experience in selection, testing, installation, and maintenance of AppExchange products.
* Hands on experience on Salesforce integrations using Rest API’s and Salesforce Lightning components.
* Handled End user training with documentation/ presentations for business customized application.
* Migrated Source code from one sandbox to another Sandbox/Production/different Instances.
* Proficient in Functional, Regression and Ad-hoc testing for business requirements.
* Reviewing and providing feedback on Test Cases, Test Documents, Test Scenarios, Test Plans.
* Tracking the Testing Activities, coordinate with multiple teams and driving them to till closer.

**TECHNICAL SKILLS**

* **Salesforce**- CRM, Sales/Service Cloud, API, Apex, Visualforce, Triggers, Lightning, LWC, SFDX, Packages
* **ETL Tools**- Informatica cloud, Jitterbit Data loader, Apex Data Loader, Workbench
* **Project Docs**- Project Plan, Activity Tracker, Pre / Post Go-Live Support docs, Release Checklists
* **Project Mode**- Agile, Scrum Master, Hybrid Model
* **Deployment**- Ant, Workbench, Jenkins, Change Sets, DevOps, Github

**EXPERIENCE**

* Working as **Solution Architect** in **ITC InfoTech India Ltd.**, Bangalore from Nov 2020 to till date.
* Worked as **Project Manager** in **Mphasis Ltd.**, Hyderabad from Sep 2019 to Nov 2020.
* Worked as **Project Lead** in **Tech Mahindra**, Bangalore from Jan 2018 to Sep 2019.
* Worked as **Technical Lead** in **Eternus Solutions Pvt. Ltd.**, Pune from Apr 2012 to Jan 2018.
* Worked as **Software Engineer** in **Orovia Software Pvt. Ltd.**, Bangalore from May 2010 to Apr 2012.

**ACCOMPLISHMENTS**

* Received **Pat on Back Ace Attendance** award for Punctual delivery of project 2021 from **ITC InfoTech**.
* Received **Spirit of Winning Summit** award for excellence in project delivery 2020 from **Mphasis Ltd**.
* Received **Pat on Back** award for extended contribution towards the project 2018 from **Tech Mahindra**.
* Received **Stellar Performer** Award for performance in the year 2015/16 from **Eternus Solutions**.
* **Salesforce Developer Group Leader**, Tirupati since 2016 from **Salesforce**.

**ACADEMIC PROFILE**

* Master of Computer Applications (**MCA**) from Anna University, Chennai.
* Bachelor of Science (**B.Sc. Computers**) from S.V. University, Tirupati.

**PROFESSIONAL EXPERIENCE**

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| **Project Name** | **Client** | **Role** | **Duration** | **Org** |
| **PeTra Implementations** | **BAT** | **Solution Architect** | **Jun 2021 – Till date** | **ITC** |
| **Charlie B2B Communities** | **BAT** | **Solution Architect** | **Jan 2022 – May 2022** | **ITC** |
| **PeTra Implementations** | **BAT** | **Solution Architect** | **Aug 2021 – Dec 2021** | **ITC** |
| **Patient Relations** | **Fairview** | **Solution Architect** | **Mar 2021 – Aug 2021** | **ITC** |
| **Customer Profile Management** | **Stay Pineapple** | **Solution Architect** | **Nov 2020 – Feb2021** | **ITC** |
| **Salesforce Managed Services** | **CBRE** | **Project Manager** | **Dec 2019 – Nov 2020** | **Mphasis** |
| **Salesforce Staff augmentation** | **CBRE** | **Project Manager** | **Dec 2019 – Nov 2020** | **Mphasis** |
| **Salesforce Test Class Generator** | **CBRE** | **Project Manager** | **Sep 2019 – Dec 2019** | **Mphasis** |
| **Customer Engagement Platform** | **NetGare** | **Tech Lead** | **Sep 2018 – Sep 2019** | **TechM** |
| **Business Splitting** | **GE** | **Project Lead** | **Jan 2018 – May 2018** | **TechM** |
| **Funding Automation** | **CloudmyBiz** | **Project Manager** | **Mar 2016 – Jan 2018** | **Eternus** |
| **Consulting Service** | **17Grapes** | **Tech Lead** | **Mar 2016 – Oct 2017** | **Eternus** |
| **Higher Education** | **Jenzabar** | **Tech Lead** | **Jan 2015 – Mar 2016** | **Eternus** |
| **Commercial Real Estate** | **Apto** | **Tech Lead** | **Jul 2014 – Dec 2015** | **Eternus** |
| **GitHub Integration** | **Apto** | **Tech Lead** | **Jun 2014 – Jul 2015** | **Eternus** |
| **Event Management** | **Evently** | **Sr. System Executive** | **May 2014 – Jul 2015** | **Eternus** |
| **Girl Scouts Program** | **Girl Scouts** | **Sr. System Executive** | **Feb 2014 – Apr 2014** | **Eternus** |
| **Financial Planning** | **Ffreedom** | **System Executive** | **Jun 2012 – Jul 2015** | **Eternus** |
| **Property Management** | **Godrej** | **System Executive** | **Apr 2012 – Jun 2012** | **Eternus** |
| **Telecommunication Services** | **Telstra** | **Software Engineer** | **Mar 2011 – Mar 2012** | **CSC** |
| **Healthcare Services** | **Cigna** | **Software Engineer** | **May 2010 – Feb 2011** | **CSC** |



**PROJECT DETAILS**

**PeTra Implementations**

**Duration: Jun 2022 – Till date**

**Description:** Tobacco company operating multinational that manufactures and sells cigarettes, tobacco and other nicotine products. Large network and franchisees than any other products. Salesforce application to manage the Surveys and Targeting orders and tracking and managing customer complaints and request across the globe.

**Environment:** Salesforce, Postman, Data Loader, Workbench, Dev Console, MSOffice, REST API, Azure DevOps

**Charlie B2B Communities**

**Duration: Jan 2022 – May 2022**

**Description:** Tobacco company operating multinational that manufactures and sells cigarettes, tobacco and other nicotine products. Large network and franchisees than any other products. Salesforce communities to manage the stores to place the orders and track the satisfaction survey in the ERP application. Loyalty points and coins generation progress encourage sales representative on promoting the products with consumer Products.

**Environment:** Salesforce, Communities, Postman, Data Loader, Workbench, Dev Console, REST API, ADO, MuleSoft

**PeTra Implementations**

**Duration: Aug 2021 – Dec 2021**

**Description:** Tobacco company operating multinational that manufactures and sells cigarettes, tobacco and other nicotine products. Large network and franchisees than any other products. Salesforce application to manage the Surveys and Targeting orders and tracking and managing customer complaints and request across the globe.

**Environment:** Salesforce, Postman, Data Loader, Workbench, Dev Console, MSOffice, REST API, Azure DevOps

**Patient Relations**

**Duration: Mar 2021 – Aug 2021**

**Description:** Health care company with a large network of branches in the United States. Salesforce application to manage the Patient Relations Triage team activities like Customer Assistance and Complaints utilizing Case Management and sync them to Compass application on demand.

**Environment:** Salesforce, Postman, Data Loader, Workbench, Dev Console, MuleSoft, Compass, EPIC, REST API, ADO

**Customer Profile Management**

**Duration: Nov 2020 – Feb2021**

**Description:** Application helps Business to consolidate the Customer information in matching profiles and used for better marketing using HAPI connect production data extracted from existing business hospitality applications and processing in Sales Cloud. REST services for capturing the on-going business services orders to make qualified customers to grow the business.

**Environment:** Salesforce, Postman, Data Loader, Workbench, MSOffice, OXI Application, Marketing Cloud

**Salesforce Managed Services**

**Duration: Dec 2019 – Nov 2020**

**Description:** Enterprise Application Services to the reputed Organization technology partner on Support project and Enhancement application development paths. Streamlining process and Effectively resource utilization. Building Engagement to expand the opportunities for Organization growth.

**Environment:** Salesforce, Daemon Tools, Data Loader, Workbench, Dev Console, MSOffice, One Drive, Service Now

**Salesforce Staff augmentation**

**Duration: Dec 2019 – Nov 2020**

**Description:** Outsourcing Salesforce Skilled resources for Enterprise Application Development Services To reputed Organizations. Building Engagement to expand the opportunities for Organization growth and Enhancing their applications.

**Environment:** Salesforce, Daemon Tools, Data Loader, Workbench, Dev Console, MSOffice, One Drive, Service Now

**Salesforce Test Class Generator**

**Duration: Sep 2019 – Dec 2019**

**Description:** Stabilizing the Enterprise Application Services of a reputed Organization technology partner for Break free code and logical corrections has been implemented by multiple vendors and enhancements with industry best practices.

**Environment:** Salesforce, Developer Console, MSOffice, One Drive, Zoom, JSON Editor

**Customer Engagement Platform**

**Duration: Sep 2018 – Sep 2019**

**Description:** Enhanced Customer Experience using Salesforce Service Cloud for multiple products of client, exposing Salesforce API to portals for sync the data to/from different systems for smooth business process

**Environment:** Apex, Visualforce, Data Loader, Workbench, Eclipse IDE, JIRA

**Business Splitting**

**Duration: Jan 2018 – May 2018**

**Description:** Salesforce Instance used for multiple business processes, Project is to make the environment safe and secure after selling one/more business to vendors. Migrated the data model and source code of the environment to new instance along with the high volume of Data without affecting the running integrations of the business process

**Environment:** Apex, Visualforce, Data Loader, Workbench, Eclipse IDE, Salesforce Connection

**Funding Automation**

**Duration: Mar 2016 – Jan 2018**

**Description:** Product is to manage funding of clients (merchant cash advance). The project was to streamline Funding process through leads, Account, Contact and Opportunity.

**Environment:** Apex, Visualforce, Data Loader, SVN, JIRA

**Consulting Service**

**Duration: Mar 2016 – Oct 2017**

**Description:** Understanding the small to mid-size business needs and providing the suitable solutions for their needs with implementations and continuous support to maximize their business.

**Environment:** Apex, Visualforce, Data Loader, SF Environment hub

**Higher Education**

**Duration: Jan 2015 – Mar 2016**

**Description:** Higher Reach streamlines your recruitment and enrolment process, giving you the time and tools to produce highly effective marketing campaigns and personal communications.

**Environment**: Apex, Visualforce, Data Loader, Mantis, JSON Editor, Smart Sheet, GitHub, AmazonS3

**Commercial Real Estate**

**Duration: Jul 2014 – Dec 2015**

**Description:** Product with main goal to Manage Real estate broker application with built-in best practices with Listing Search, Commission Accounting. Product is available in AppExchange. Managing Knowledge Articles using Single Sign On for customers Licenses Product has awesome features like Listings, Email, Publish, and Commission Accounting.

**Environment**: Salesforce.com, Force.com, Apex, Visualforce, Apex Triggers, Data Loader, GitHub

**GitHub Integration**

**Duration: Jun 2014 – Jul 2015**

**Description:** GitHub Integration is to Manage Cases/ Issues/Tickets to Sync with GitHub to Salesforce with built-in best practices for different users using bi-directional. Sync Ticket Numbers, Labels, Story Points, Milestones, Assignees and Ticket Status, it has awesome features like Email functionality, Tracking Board like JIRA, Milestones without a paid Service cloud License.

**Environment**: Salesforce.com, Force.com, Apex, Visualforce, Apex Triggers, Data Loader, GitHub

**Event Management**

**Duration: May 2014 – Jul 2015**

**Description:** Eventley is a Product whose main goal is to Manage events with built-in best practices with registration sites for fast and easy access including social media. Managing collaboration with customers, the Licensed Product has awesome features such as organizing sessions, Meetings, and Program scheduling. Best example as Fifa world cup Managing ticketing, accommodations and Flight booking for Group of employees

**Environment**: Salesforce.com, Force.com, Apex, Visualforce, Apex Triggers, Data Loader, Testlink

**Girl Scouts Program**

**Duration: Feb 2014 – Apr 2014**

**Description:** A youth organization for girls in the United States and American girls living abroad. In this project, build public sites for Girls and Volunteers registration. After successful registration community login created for Girl/Volunteer

**Environment**: Salesforce.com, Force.com, Apex, Visualforce, Apex Triggers, Data Loader, JIRA

**Financial Planning**

**Duration: Jun 2012 – Jul 2015**

**Description:** Financial planning is the process of wisely managing your financial resources, which enables you to achieve your dreams and goals by negotiating the financial barriers in your life. It outlines a financial road map for you with information on your savings, spending and investments. Company uses Salesforce to maintain each of their client information and provide them financial solutions according to their customer or client profile.

**Environment**: Force.com, Apex, Visualforce, Apex, Data Loader, Eclipse IDE, Talend, Jitterbit Data loader

**Property Management**

**Duration: Apr 2012 – Jun 2012**

**Description:** Deals with the real estate business in two major areas. Residential Property management and Commercial Property management, the client wanted to have their end-to-end real estate business flow we built in Salesforce.com

**Environment**: Salesforce.com, Force.com, VisualForce, Apex, Data Loader, Eclipse IDE

**Telecommunication Services**

**Duration: Mar 2011 – Mar 2012**

**Description:** Applications to handle service-related requests from various channels for the best-known brands in the country. Company offers a full range of services in all Telecommunication markets throughout Australia.

**Environment:** Salesforce.com, VisualForce, Apex, Data Loader, Eclipse IDE

**Healthcare Services**

**Duration: May 2010 – Feb 2011**

**Description:** Implemented Salesforce.com (CRM application) to automate Healthcare sales, marketing, and incentive management.

**Environment**: Salesforce.com, VisualForce, Apex, Data Loader, Eclipse IDE