****DURGA KALYAN D

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**SUMMARY**

* **Salesforce Certified Application Architect** having more than **11 plus years** of expertise in design, development and deployment of applications on Sales cloud, Service cloud, Communities and Platform using **Force.com, Apex, Lightning & Integration Capabilities**.
* Oversaw a global Salesforce Development team of 12 developers, leading the entire architecture for a complex Salesforce implementation from Oracle CRM to Salesforce by establishing a performance improvement framework with best practices and standardized design processes to resolve inefficiencies, resulting in an AED 2M Salesforce.com launch to 1k+ users.
* Expertise in designing and implementing Sales cloud applications through Lead Management, Opportunity Management, Products & Pricing Setup and other Sales cloud capabilities.
* Expertise in designing and implementing Service cloud applications through Case Management, Live Agent, Communities and other service cloud capabilities.
* Experience on Product configuration and implementing Quoting solutions on Conga CPQ.
* Expertise in designing solutions that are scalable, light weight and reusable in nature.
* Strong exposure to Apex, Lightning Components, Integrations using SOAP/REST API’s.
* Experienced in design domain-specific, multi-cloud solutions on the Salesforce Platform that power personalized, frictionless customer experiences that maximize business value.
* Experienced in creating, running and presenting a measurable BRD/FSD (Blueprint) that aligns a customer’s technical business needs to that of the Salesforce Solutions.
* Experienced in validating solution components and providing solution walkthrough with customer; Identifying technical issues / risks and present alternatives to alleviate or resolve.
* Self-motivated Team Player with the ability to work individually and in a group.
* Ability to learn and adapt quickly to the emerging new technologies.
* Excellent Interpersonal and Communication skills.

**CERTIFICATIONS**

* Salesforce Certified **Application Architect**
* Salesforce Certified **Sharing and Visibility Designer**
* Salesforce Certified **Data Architecture and Management Designer**
* Certified in **APTTUS** Quote-to-Cash
* Salesforce certified **Platform App Builder**
* Salesforce certified **Sales Cloud Consultant**
* Salesforce certified **Administrator**
* Salesforce certified **Platform Developer I**
* Force.com Certified Developer (**DEV-401**)
* Project Management Professional (**PMP®**)

**TECHNICAL EXPERTISE**

Languages : Apex, C, Core Java, Java Script

IDE : Visual Studio Code

Tools : SFDX, JIRA, GITHUB, Tortoise SVN, Subclipse, SoapUI, Apex Data Loader, ANT, ClickDeploy

**WORK EXPERIENCE**

***Technical Architect***

***Dubai Airport Freezone,* Dubai, UAE**

**Oct 01, 2020 to Jan 11, 2023**

* Involved in the enterprise architecture helping in define the application roadmap, analyzing system capabilities and designing a robust & scalable solution on Sales & Service cloud.
* As an Architect, I led transition from Oracle CRM to Salesforce, Stockholders interaction, showing salesforce POC’s to business users, provided end-to-end salesforce technical solution using best apex design patterns.
* Designed and built service management system to serve customers to raise service requests / to get their cases resolved.
* Implemented Lightning (Aura) components for Lead Management, Opportunity Management, Inventory Management and custom approval process management.
* Worked on Community Cloud using Lightning Aura components.
* Integrated Salesforce with On-premise external systems i.e., Dubai Health Authority (DHA), Dubai e-service for entry permit and residency Visa(eDNRD), Dubai Insurance systems using REST API alongside returning response utilized in salesforce that prevents manual updating of data in Salesforce and led to AED 2M of amount within 1 year of project delivery.

***Technical Architect***

***Emaar Properties PJSC,* Dubai, UAE**

**Aug 25, 2019 to Sept 30, 2020**

* Integrated DocuSign CLM and e-Signature with Salesforce for customers/brokers and Sales interaction automation.
* Implemented Online payment (Mashreq) gateway by integrating virtual payment client with the merchant’s software.
* Implemented integration between Salesforce and iPad using REST API for Broker Sales App.
* Worked on multiple enhancements for existing sales cloud functionalities such as Automation for Security submission process, Reservation Cancellation process, Special Approval process etc.

***Senior Salesforce Developer***

***Dubai Properties,* Dubai, UAE**

**Aug 05, 2018 to Aug 22, 2019**

* Interacted with Sales executive, Sales Directors and Contracts team for requirement gathering, system study, effort estimation.
* Implemented end-to-end functionality for contracts team using Apex to make the unit from Booked to Sold.
* Implemented integration between Salesforce and iPad using REST API for Sales.
* Implemented Online payment functionality using CyberSource gateway.

***Senior Salesforce Developer***

***Australia (Major Logistics Company) –Toll Group,* Australia**

**Oct 01, 2017 to Aug 02, 2018**

* Interacted with Onsite team for requirement gathering, system study, effort estimation and technical design.
* Lead a team of 4 developers.
* Worked on Aura Framework and implemented lightning components.
* Implemented and Deployed the Apex Classes, Batch Apex, Schedulers and Test Methods for Apex classes to production using ANT Tool.

***Senior Salesforce Developer***

***Serviceability Application – DIRECTV LLC,* USA**

**Dec 30, 2015 to Sept 28, 2017**

* Written Apex Classes, Apex Triggers, Batch Apex, Schedulers and Test Methods for Apex classes.
* Configured Users, Roles and Profiles.
* Deployed the Apex Classes, Batch Apex, Schedulers and Test Methods for Apex classes in to production using ANT Tool.
* Managed Project timelines.

***Senior Salesforce Developer***

***Dealer Management Portal Application – DIRECTV LLC,* USA**

**Sept 29, 2014 to Dec 29, 2015**

* Interacted with Onsite team for requirement gathering, system study and analysis.
* Created custom Objects, fields, Validation rules and configured workflows, Roles, Profiles, Reports and Dashboards.
* Written Visualforce Pages, Apex Classes, Apex Triggers and Test Methods for Apex classes.
* Deployed the Visualforce Pages, Apex Classes, Apex Triggers and Test Methods for Apex classes in to production using ANT Tool.

***Senior Salesforce Developer***

***Commercial Sales Application – DIRECTV LLC,* USA**

**Dec 18, 2013 to Sept 26, 2014**

* Created custom Objects, fields, Validation rules and configured workflows, Roles, Profiles, Reports and Dashboards.
* Written Visualforce Pages, Apex Classes, Apex Triggers and Test Methods for Apex classes.
* Deployed the Visualforce Pages, Apex Classes, Apex Triggers and Test Methods for Apex classes in to production using ANT Tool.
* Implemented the functionality for the tickets raised in DIRECTV service desk tickets.
* Post Implementation support and defect fixes.

***Salesforce Developer***

***DAIKIN MCQUAY MIDDLE EAST FZE,* Dubai, UAE**

**Aug 22, 2013 to Dec 13, 2013**

* Developed and deployed the Visualforce Pages, Apex Classes, Apex Triggers and Test Methods for Apex classes in to production using Eclipse Ganymede.
* Succeeded in “**Scheduling the data loader on specified time for inserting, updating and deletion of records in their Salesforce instance using Data Loader Command Line Interface**”
* Succeeded in integrating Salesforce to MS SQL Server.

***Salesforce Developer***

***SERVICE CLOUD IMPLEMENTATION – Travelguru,* Hyderabad, INDIA**

**Mar 21, 2013 to Aug 21, 2013**

* Creating custom objects and fields.
* Written Visualforce Pages, Apex Classes, Apex Triggers and Test Methods for Apex classes.
* Configured Live Agent

***Salesforce Developer***

***SERVICE CLOUD IMPLEMENTATION – GE Capital,* USA**

**Sept 20, 2012 to Mar 20, 2013**

* Configured Workflows, Roles, Profiles, Report, Dashboards.
* Written Visualforce Pages, Apex Classes, Apex Triggers and Test Methods for Apex classes.

***Salesforce Developer***

***INFRONICS,* Hyderabad, INDIA**

**Jan 19, 2012 to Sept 19, 2012**

* Provided Tender Management using Visualforce pages, APEX Programming.
* Configured Users, Roles, Profiles, Reports and Dashboards.
* Deployed the Tender Management in to production using Inbound, outbound change sets and Eclipse Ganymede.
* Imported data by using Data loader.

***Salesforce Developer***

***FRANCHISE INDIA,* Hyderabad, INDIA**

**Sept 15, 2011 to Jan 18, 2012**

* Creating Objects and fields.
* Written Validation Rules and configured Workflow, Approvals, Users, Roles and Profiles
* Written Workflows and Approvals.
* Configured Page layouts, Reports and Dashboards.
* Imported Data using Import wizard.

**ACHIEVEMENTS AND RECOGNITION**

* Handled training sessions for JAVA team members on Customization, Apex, Visualforce and achieved appreciation from CRM Head at Bodhtree.
* Received Insta Awards 2017 (Infosys Professional award)

**EDUCATION**

**Post-Graduation – Master of Business Administration** [2009 - 2011]

National Institute of Technology, Warangal (NIT W)

**Bachelor of Technology – Information Technology** [2004 - 2008]

P.V.P Siddhartha Institute of Technology, JNTU