

Experience Summary:

- Having **8.6 years** of experience in **Salesforce** using **Lightning, Apex classes, Visualforce, Salesforce architecture** with substantial experience in **Salesforce Administration & Salesforce1**.
- Experience with working as **Salesforce technical SME, Lead, Trainer & providing technical leadership and mentoring**
- Developed **Error Handling framework, Trigger framework, lightning framework & test data factory framework**.
- Established continuous **agile deployment** processes.
- Provided **project estimations** & highlighted concerns & scope creeps to all stakeholders in time, & work on risk mitigation plans
- Experience in **Administration, Configuration, Implementation & Support** of Salesforce CRM.
- Experience in **Sales cloud, Service Cloud, partner community, customer community & employee community** implementation.
- Implemented **Security & Sharing rules** at object, field & record level for different users at different levels of organization. Also created various **profiles** and configured the **permissions** based on the organizational hierarchy.
- Experience in solving **performance issues** using **indexing, Caching, selective SOQL Queries**.
- Experience in **designing/architecting data model** for **Large Data Volumes** which will avoid **Data Skew, slower queries, slower search & list views, & slower sandbox refreshing issues**.
- Experience in **design pattern, best practices** & take care of **Source scanner, Checkmarx & PMD** findings.
- Created **Validation Rules, Approval Process, workflows** for automated lead routing, **lead escalation & Email Alerts**.
- Experience working with **Visual Studio Code, Data Loader, Import Wizard, Web Services API, SOQL complex queries, SOSL, CTI integration, Force.com Query Optimizer, User Interface API**.
- Designed and developed Apex **Triggers, Schedule Apex and Batch Apex** for various functional needs in the application.
- Involved in **Code review, Unit Testing & Test Coverage**.
- Good experience in **URL rewriting, live agent/chat, deep linking, Single sign on (SSO)** for **Salesforce Communities**.
- Designed various Webpages in **Visualforce & lightning** for functional needs within SFDC.
- Experience in **Data migration** and solving **Deployment issues**.
- Experience in UI development like **Lightning, HTML, CSS, jQuery, Jshint and Bootstrap**.
- Excellent team player, self-motivated, **quick learner** with good communication skills and trouble-shooting capabilities.

Certifications:

- Salesforce **data architecture and management designer** (License 965096)
- Honeywell certified **Green Belt Design for SIX Sigma**.
- **Certified ScrumMaster** by SCRUM ALLIANCE.

Experience:

- Working as **Senior Software engineer** for **VISA Inc**, Bangalore from Aug-2016 to till date.
- Worked as **Staff Product Developer** for **BMC Software India Private Limited**, Bangalore from May-2016 to Aug-2016.
- Worked as Senior Engineer for **Honeywell Technology Solutions Lab**, Bangalore from Dec-2014 to Apr-2016.
- Worked as Software Engineer for **Trigent Software Ltd** from Dec-2013 to Dec-2014.
- Worked as Software Developer for **Smart Edge Software Pvt. Ltd** from Sep-2011 to Dec-2013.

Achievements & Innovation:

- Salesforce **user automation** using **servicenow to salesforce integration**: - VISA GBO team used to spend **80 hours** every month to give playbook access to **160 User** manually. This was time consuming, repetitive and impacted productivity. This automation reduced to **12 hours** which is **85%-time saving**
- **Master Job monitoring to all Batch Jobs**: - support team everyday used to login to salesforce and manually monitor all the web service jobs to know failure job status, took almost **1 hours** per day manual effort. Now we reduce the time to **0 hours** as it will send alert message in case of job failure.
- Received **15 Go Beyond** for several project in VISA.
- Worked as Salesforce **SME** by **Training/ Mentoring** the CRM Team (25 People) while migrating from Siebel to SFDC.
- Received **90% customer satisfaction** by implementing **"SSO enablement on Salesforce"** and got **Bravo Silver award** on July 9, 2015 at Honeywell.
- Got **Bravo Bronze award** for **"FM Divestiture successful transition of SFDC"** on August 6, 2015 at Honeywell.
- Reduce current lead-time (3 weeks) by 50% for warranty claim process by implementing **"SFDC innovative POC for Community"** and got **Bravo Bronze award** on October 13, 2015 at Honeywell.
- Got **Bravo Silver award** for **"HAS business integration into TS Salesforce"** on January 7, 2016 at Honeywell.

Job Functions:

- Team Management, Client communication, development, documentation, Knowledge Transition, Requirement Analysis, Technical Design, Data Migration, Security and sharing set up, Coding & Testing, multitasking, prioritize multiple demands, Ability to Work Under Pressure, focused on Customer Satisfaction, Innovation, improvement & quality
- **Simplifying complicated information in measurable, digestible ways to align stakeholders is my talent.**

Trainings:

- DEV502 - Integrating with Force.com on May 11, 2018.
- Programming Lightning Component - Salesforce DEV 601 on April 20, 2018.
- SFDC Service Cloud Administration Training-ADM-261V8 on August 7, 2017.
- Business communication skills on March 7, 2016.
- Certified Scrum Master (CSM) on December 15, 2015.

Skill	Subskills
CRM	Salesforce CRM, Siebel CRM
Salesforce	Configuration, Lightning component(Aura), Lightning app, Lightning event, Apex, Triggers, Visualforce, SOQL, SOSL, REST, SOAP, Bulk API, OAuth, SAML, SSO, Reports, Dashboards, Components, Email Service, Force.com, Workflow & Approvals, process builder, cross reference Formula, Validation, Objects, Visualforce, controllers, Batch Apex, Apex Scheduling, Web-service API, Live Agent, Community, Security & Sharing model, Apex managed sharing, Translation Workbench, service cloud console, LWC
Web	JavaScript, AJAX, JQuery, HTML, CSS, Bootstrap, jsPDF, jshint
Languages	APEX, Core Java
Tools	Force.com IDE, Data Loader, Git, Perforce, Sublime Text, Eclipse, Workato, Genesys CTI, Visual Studio Code, Source scanner, Checkmarx, PMD, fisheye, Jira, Bitbucket, Jenkins, SourceTree
AppExchange	Conga composer, field trip, walkme, Flosum

Project Details:

Project#1: TPMT- Technology Procurement

Role: SFDC Lead/Architect

Client: VISA INC

This is a Technology procurement process automation tool, which is built on top of Salesforce employee community portal. The community Project Manager (PM) can initiate TAR (Technology Approval Request) approval (sequential & parallel) by attaching all supporting documents. The approvers can use different channels like desktop, mobile and email to view and approve request. The system will send auto reminder and inform stakeholders to take appropriate actions within SLA.

This will also host TDP (Technology Deal Pipeline) report for managing spend lifecycle for each TAR request. The community will retire all the tools like mPower, Excel, Outlook and Microsoft teams and build the capabilities within Salesforce. The community will also enable collaboration via Chatter.

Problem Statement:

Results from employee survey revealed that employees felt the TAR process (average 154 TARs per yr) took a long time due to coordinating with multiple groups (14 individuals, 5 groups), number of approvals (6), and back and forth communication via word doc and emails. No reliable data available for traceability.

Benefits:

Automated workflow reduces email request and follow up, allows traceability of approval timestamps

Enables data capturing in a database for single source of truth

Reduces data entry, optimize the process

Promotes efficient collaboration, enables automated reporting

Roles & Responsibilities:

- Everyday closely interaction with customers / stakeholders to gather requirements and interaction with Global team members across multiple geographical locations and time zones to track the progress and to discuss the issues of the project.
- Requirements gathering, technical analysis, design, development, unit testing, deployment, post deployment changes & Support the application post go-live.
- Guide & helped team of 6 member to fix all PMD & Source scanner security findings.
- Leading the team by guiding design & best practice, part of Code review & CI/CD process.
- Implemented few best coding practice framework, lightning components, apex classes, parallel approval process using apex, end to end community setup & SSO enablement.

Project#1: Merchant Support center

Role: Lead / Architect

Client: VISA INC

Url: <https://support.cybersource.com> , <https://support.authorize.net>

This is a support center for all Merchant & Resellers, build on lightning with salesforce customer community & Knowledge base. It enables Salesforce Knowledge within the Merchant service cloud Console for internal CyberSource and Authorize.Net Support Agents.

We migrate the CyberSource and Merchant Support Service system from an on-premises Siebel CRM and Oracle Knowledge Web applications to the Salesforce SaaS cloud platform.

It enables SSO between all merchant tools like EBC, EBC2.0, UMP, MINT, and PINT to Salesforce Communities.

Benefits:

New redesigned Support Center - responsive to both desktop and mobile devices, that presents CyberSource and Authorize.Net favorably in the competitive landscape.

Reduce cost of support by retiring legacy applications: Oracle OKM, Siebel CRM.

\$4+ million budget for the Enterprise implementation of Salesforce.com Service Cloud for the Merchant Sales and Support Organizations by Providing a 360 Customer View, the system is expected to achieve efficiencies resulting in \$1.1 million annual savings.

Reduced every month 1200 qualys patching / Security findings to 0 findings by decommissioning Oracle OKM, Siebel CRM.

Roles & Responsibilities:

- Fixed all IE browser compatibility issues related to lightning while community development. (Quite complicated as lots of lightning development doesn't supported in IE browser).
- Implemented critical case list, search & filter functionality for community in lightning as reusable manner.
- Data migration from Siebel to salesforce & OKM/Siebel decommission.
- Designed and developed various Lightning component, Apex Class, Triggers, JavaScript, CSS, Test class, Integration, community, SSO, Batch & schedule class, Service cloud,
- Mentor junior developers in following best practices
- Case management with Genesys to salesforce case flow, assignment rule, email to case.
- Implemented Salesforce business processes, workflows, reports & analytics.
- Fixed the email notification moving to junk folder after a lot of security challenges

Project#2: Genesys Sales Dialer

Role: Technical Lead

Client: VISA INC

This is Genesys to Salesforce integration for CyberSource & Autorize.Net Sales that will include the following items:

Enable Email Channel with automated disposition.

Enable Inbound/Outbound telephony integration with automated disposition & Lead creation.

Create the ability for agent to manage a call list in salesforce.

Follow up quickly for agent by Quick/click to dial functionality.

Benefits:

- Increased team performance and total pipeline uplift by 5% through greater visibility, productivity & effectiveness with optimized workflows and detailed reports on every call.
- Auto creation of all calling list by reducing manually 300 lead per agent per month to zero manual effort
- Motivate with positive competition through gamification.
- Analytics and tracking on activities to score efficiencies and successes. Using data to increase likelihood of engagement by uncover best times to call or send an email.
- Remote Call Monitoring, call recording & Coaching for call quality and training.

Roles & Responsibilities:

- Working as Lead for this project.
- Requirement gathering, TDD preparation, design, development, customizations, migrations, testing, deployment, post deployment changes & support activities.
- End to end ownership of Inbound Email, Phone integration & outbound click to dial phone integration.
- Designed High level process flow at initial stage of project, which helps business to get clarity of what they need.
- Helping Teammate to think and implement the best approach.

Project#3: cardholder support GCCS CRM

Role: Salesforce SME

Client: VISA INC

Deliver robust Cardholder services in partnership with Global Customer Care Services to support cardholders' general Inquiries, Emergency Services like Lost/Stolen Card, and Emergency Cash/Card 24x7

Roles & Responsibilities:

- Working as Salesforce technical SME for helping & Guiding team on best practices, technical challenges & providing optimal solutions
- Trained/ Mentor to GCCS CRM Team (25 People) In Salesforce Admin, development, Genesys, lightning, integration, best practices, design pattern
- Monitored and conducted code reviews of the development and testing progress throughout each sprint to ensure projects were within scope
- Design the proper Error Handling framework, Trigger framework, lightning framework & test data factory framework for entire project.
- Field integration mappings of all metadata between siebel to salesforce
- Making sure of test code coverage will be >90% & zero PMD, Checkmarx issue finding before moving to production
- Created new fresh sandbox for team and moved all metadata from personal developer org to sandbox after cleaning up everything from sandbox.
- Working closely with the Team to architect and develop the best technical design and approach

Project#4: Project/Resource Management Workbook

Role: SFDC Developer

Client: VISA INC

This is a project management & resource management tool design completely in salesforce lightning with below features.
Resource Capacity Planning, Consolidated View, Budget allocation management, BAU% vs project % view.

Benefits:

- Reduce time and effort to manage projects and resource allocation 50% (16 hours to 8 hours)
- Makes it easy to collaborate with project leads and resources
- Reusable and can be used across teams

Project#5: Remedyforce ITSM

Role: Staff Product Developer

Client: BMC Software

Url: <http://www.salesforce.com/in/remedyforce/>

Remedyforce enables IT to provide faster IT service management & help desk support at a lower cost. Leveraging ITSM tools and best practices, Remedyforce delivers a modern, consumer experience that empowers IT to become a center for business innovation.

- Worked on Incident management module

Project#6: Honeywell Turbo Technologies

Role: SSE/ SFDC Developer

Client: Honeywell

HTT is one division of Honeywell Transportation Systems (TS). It's famous for manufacturing of turbochargers. It has two major business as OEM business and Independent after Market business (IAM).

List of small projects under HTT are as bellows: -

- **Account and contact management:** - Keeping the information of Customers, Lead conversion to Account contact and opportunity having multiple record types. We use this for sales and marketing in TS.
- **Case/Support management:** - This is our support process. Normally user create cases in Salesforce and we assign that to appropriate owner and resolves that. Our Support processes use the status field to identify a case within the support lifecycle. It contains auto response rule, auto assignment rule and feed based page layout.
- **HOS GOLD implementation in SFDC:** - It contains IAM Book fill Rate, OES Demand, Red Alerts, VPD Scorecard and HOS TAM information for After Market. Here user can able to filter all the information based of Team, Region and Tier. Here user can able to download each section as PDF format. Using HOS TAM user can able to attend Digital TAM using salesforce.
- **Promo Builder reporting strategy:** - The main purpose of this application is user adoption to salesforce. Whenever a case will send from garrett.honeywell.com to "promobuilder2SFDC@honeywell.com" then it will create a new case/ticket in salesforce and an automatic email from SFDC will go to appointed Sales Manager.
- **NPI Scorecard:** - Here TS Product Manager can able to track and update all real-time NPI information having filter based on multiple columns, pivot table and download as PDF functionality inside salesforce. So that they can represent this in each MOR meeting.
- **Credit Collection implementation:** -App for tracking the "Past Dues" and "Pending Dispute" of the Fund for TS Credit Collection Team.
- **SFDC single sign on (SSO) using Honeywell LDAP credential:** - Honeywell LDAP SSO with Salesforce.com web, desktop (Chatter desktop) and mobile app (Salesforce1) using SAML and Ping Federation. So that user can able to login the above app using Honeywell LDAP credential.
- **lightning app:** - Salesforce lightning app functionality to build easily different charts and dashboards in new looks for Salesforce1 mobile app
- **Honeywell Automation Software (HAS) LOB move out of ACS into TS:** - Record structure of ACS and TS are different. So Working closely with ACS HAS Customers to convert Existing HAS record structure to TS record structure. Migrating all HAS business Data and Metadata form Honeywell ACS SFDC production to Honeywell TS SFDC production.
- **VOC/OVOC APP:** - It's an app to create new Observational or Anecdotal VOC records and publish all non-sensitive observation in Salesforce chatter feed. It supports image or video upload. This app is compatible for all devices like phones, laptops, iPad etc.
- **Quick launcher:** -Whenever user login to salesforce they can able to see a dashboard which contains all apps for that user. (Like mobile home screen launcher which contains all apps for mobiles).So that they can able to open any application by single click only.
- **Ambassador Program:** - It's Honeywell Organization's government relationships maintenance process. Ambassadors (Selected regional leadership of Honeywell) in every country meet elected leaders & government officers in their respective country from time to time to foster the relationships between Honeywell and local government. This app helps the Ambassadors to capture the government relationships details and the meetings information easily and stores in a centralized database for further easy reference.

Project#7: e-Warranty partner community portal

Client: Honeywell

This is a tool for Honeywell TS Master Distributors (MD) to claim warranty for defect turbo chargers. It facilitates consideration of warranty claims from MD & reduce current lead-time (3 weeks) by 50% between claim reception & emission of credit note in case of acceptance.
Here MD can submit claim request and track the real time progress of the request. Now MD have better visibility on warranty claim follow-up using this tool. It gives better customer satisfaction due to less errors and shorter lifespan of claim. It reduces the amount phone support. This tool is now compatible for both laptop and mobile version.

Project#8: FM (Friction Materials)

Client: Honeywell

FM is units of Honeywell Transportation Systems; it manufactures Brake Pads for vehicles.

The objective of this project is to provide a common platform for FM to better manage its relationship and interactions with customers. Some modules of this project are opportunity and Risk management, Pivot table in salesforce to keep Forecast and variance calculation, Sales dashboard for Sales people. This is the key factor for Sales and marketing in Honeywell TS business.

Project#9: Gamification

Client: Honeywell

Gamification is a performance management application that helps end users manage their goals, track their progress, and compare themselves to their peers through a scorecard. It helps managers see who is performing and who needs help - all in real time. We implemented Gamification on service cloud to improve support process and on Sales cloud to improve the sales process.

Education:

- **B-Tech (Computer Science & Engineering)** from Biju Patnaik University of Technology in the year 2011.