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| sfu_crt_bdg_comm_cld_cnsltnt_rgb-1 | Ravi  **5109211428**  Salesforce.com Techno-Functional Consultant | Image result for Sales cloud certification icon for resume |

**PROFESSIONAL SUMMARY**

Proven IT Specialist with around **12** years of Technical experience in **CRM Platform** environment, Solution analysis, Design, Development, Testing, Implementation and Support.

Over **7** years of Salesforce.com **(Sales, Service Cloud & Community Cloud) & IBM Cast Iron Applications 7.0** experience in customization and configuration.

Over **4+** years of **Microsoft Dynamics CRM 4.0,** C#, SQL server and Core Java development.

* Programming with Apex Class, Apex Triggers, Standard Controllers, Custom Controllers, Controller Extensions, Test Classes, Test coverage, Visual Force, Force.com IDE, SOQL & SOSL.
* Configured and Customized User Interface/Page Layouts, Tabs, Custom fields, Custom objects, Record Types etc.
* Built Prototype on SFDCCPQ POC.
* Experience in web technologies like HTML, XML, CSS, JavaScript, WSDL, and SOAP.
* Experience with heavy integration Salesforce with 3rd party APIs
* Extensive experience on Core Java., Java Scripting
* Good Knowledge on **Lightening Salesforce**. **2** years of work experience on **Lightening Configuration & customization.**
* Good Work experience in **Salesforce Community** & Salesforce CMS(**content Management system**)
* Good knowledge and worked experience in integrating **InsideSales** sales acceleration platform tools like **Playbooks** & **PowerDialer** with Salesforce Classic and Lightening.
* Good knowledge and worked experience in integrating Management software’s like **Monet** **Workforce Management** with Salesforce Classic and Lightening.
* Good worked experience with **Computer Telephony** Integration (CTI) using **InGenius** Connector with **Omni** Enable.
* Good worked experience in Case management like Email to Case, Web to case, Live Chat & Omni Routing process etc.
* Designing and Implementing Security and Sharing model of Salesforce org by developing and configuring profiles, File level Security, Organization wide defaults, Roles, sharing rules manual sharing and Permission sets.
* Experience in Salesforce System Integration with External applications (**IBM Cast-iron**) and System using Apex Web Services and Apex Callouts with both REST API and SOAP API.
* Experience in Project deployments for customers salesforce production organization by creating and deploying Change sets and through **Eclipse**, **GIT** and **Jenkins** process.
* Worked experience with Waterfall & **Agile** process.
* Proficient in Data Migration from Traditional Applications to Salesforce Using Apex Data Loader, Import Wizard.
* Experience in integrating Salesforce with ERP applications like SAP, Sibel, ESB and MQ using IBM Cast-iron-on-Demand.
* Worked experience from **Cast-iron to Mule soft migration**.
* Knowledge on **Mulesoft.**
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Worked experience in various modules like Sales, Marketing and Services in MS Dynamics 4.0 & 2011.
* Worked experience in C# and Asp.Net
* Worked experience on Database design and programming (Store Procedures) using SQLServer 2005/2008 and Oracle 11g.
* Worked experience on user tools like PL/SQL and SQL developer tools.
* Preparation of High Level & Low-Level Design documents.
* Worked experience on support tickets using BMC Remedy & Service now.

**KEY COMPETENCIES**

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| --- | --- | --- |
| Category | **Major Skills – Primary** | **Minor Skills – Secondary** |
| Verticals | MANFACTURING, BANKING | INSURANCE |
| Domains / Programming Skills **(As Applicable)** | Salesforce.com (Sales and Service Cloud & Community cloud), Force.com, Apex, Visual force, Lightning Configuration, IBM Cast-iron, HTML, XML, CSS, JavaScript | C#.Net, .Net 3.5, MS CRM 4. &,2011, Core Java, Any Point Studio. |
| Tools & Techniques | Data loader, Force.com Explorer, Eclipse, GIT | Jenkins, SVN |
| Databases | SQL Server 2005/2008, Oracle 9i, 11g, SOQL | MS Access. |
| Software Tools | Eclipse, Force.com Platform, PL/SQL Developer, SQL Developer, Force.com Explorer, | Work bench, BMC Remedy 7.1, Service Now. |
| Operating Systems | Windows X, Windows 7, Windows 10 |  |

**ACCOMPLISHMENTS**

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| --- | --- | --- |
| **Category** | **Degree/Certification/Publication** | **Year of Passing** |
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| **Academic Qualification** | Master’s in computer application | 2005-2008 |
|
|  | Salesforce Certified Sales Cloud Consultant | 2020 |
|  | Salesforce Certified Community Cloud Consultant | 2020 |
| **Certifications, Scores** | Salesforce Certified Platform Developer I (SP17) | 2017 |
| Salesforce Certified Administrator (SP17) | 2017 |
| Microsoft Certified Professional | 2012 |
| Microsoft Dynamics CRM 4.0 Customization and Configuration | 2010 |
| Certified in Applications for Microsoft Dynamics CRM 4.0 | 2010 |
| **Publications / Papers** | GEM Award: Received GEM award from Polaris Software lab for developing Integration Project End to End and client service in IBM Cast-iron for BMO Project. | Jun-12 |
| Customer Centricity (Leader) Award: Received Customer Centric-Leader for TE connectivity Project. | Mar-19 |
| Business Catalyst Award: Quarterly Award from Zensar Technologies as a Business Catalyst Practice Team member for TE Connectivity for AT & Sensors Project 2018 | Mar-19 |

**PROFESSIONAL EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Employer** | **From** | **To** | **Designation** |
| Zensar Technologies, **United States.** | May-17 | Till Date | Sr. Technical Specialist |
| Zensar Technologies, Pune. India | Febrauary-13 | May-17 | Associate Consultant |
| Polaris software Chennai, India | May-11 | February-18 | Associate Consultant |
| Vcentric Technologies Pvt Ltd, Hyderabad | November-09 | April-11 | Developer |
| Tengent Soft, Bangalore | June-08 | October-09 | Developer |

**Project/Client Name/Location –** Meraki Partner Community/ Cisco Meraki / Sanfrancisco, CA, USA.

**Duration:** 9 Months from August 2019 to till date.

**Technologies –** Salesforce.com Community cloud, Salesforce Lightening. Salesforce CMS.

**Project Profile:**

Cisco Meraki is a networking company primarily focused on selling cloud-managed IT equipment (wireless access points, switches, firewalls, smart cameras, etc) to small, medium, and enterprise businesses via a robust reseller channel. Although a subsidiary of Cisco Systems, Inc., Meraki operates independently with separate product development, engineering, operations, branding, and sales teams.

The Meraki Partner Portal (merakipartners.com) has served as a gated and informational site containing product and sales resources as well as lead generation tools and unique resources for individual users. Merakipartners.com is the primary resources for channel partners to learn more about Meraki and learn how to pass along this information to their customers.

The primary objective is to create an enterprise level platform to support and grow partner-led business experience with clear navigation, unique and timely content/resource delivery, and conveyance of partner promotions.

**Role: Team Lead.**

**Contribution / Highlights:**

* Redesigned the existing portal with new Community partner Template.
* Implemented Partner community with Meraki branding and style Guide.
* Developed and override the standard UI with custom UI using CSS.
* Developed custom Reusable lightening components. Enabled Aura to existing methods to access in lightening.
* Designed and developed complete CMS Workspaces and assigned to groups.
* Deployed Change Sets from Sandbox to Higher environment.
* Implemented the Custom Language Selector to access by every internal & External.
* Created all Translation values & content for entire community.

**Project/Client Name/Location –** TE Connectivity [Sensors Customer Care Cloud Implementation](https://www.ingenius.com/) / TE Connectivity / Harrisburg, PA, USA

**Duration:** 4 Months from February 2019 to July 2019

**Technologies –** Salesforce.com Service Cloud. Lightening.

**Project Profile:**

The objective of the Sensors Customer Care Cloud project is to provide a complete Case Management by service modules using Salesforce CRM. Sensors BU need an Email to case processes to generate a Case where Sensors Agent Productivity and response capacity lead to an enhanced Customer experience along to improve and calculate the agent response and deal time by setting milestones to resolve cases.

**Role: Lead Technical Specialist**

**Contribution / Highlights:**

* Implemented case management by using Email-To-Case.
* Written assignment rules, auto response rules.
* Implemented entitlement and milestones with business hours.
* Written Triggers, workflow and validation rules to route the cases to corresponding BU.
* Worked on Sharing Rules, Permission sets, profiles and Roles.
* Created a queue and assigned to Assignment groups (Round robin Package)
* Written test methods needed for the deployment of code to production
* Performed end to end unit testing.

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**Project/Client Name/Location –** [InGenius Connector – TE Cisco Phone & TE Salesforce CRM Integration](https://www.ingenius.com/) (**CTI Integration Phase 1& Phase 2**)/ TE Connectivity / Harrisburg, PA, USA

**Duration:**11 Months from February 2018 to January 2019

**Technologies –** Salesforce.com Sales & Service Cloud configurations, **InGenius Connector**, Visualforce, Apex Triggers.

**Project Profile:**

The objective of the CTI project is to provide a complete Computer Telephony Integration (CTI) with Salesforce for Channel Customer Care and CJM team members to achieve increased Agent Productivity and call capacity leading to an enhanced Customer experience. This project involves the introduction of a new softphone product ([InGenius](http://www.ingenius.com/" \t "_blank)) to enable CTI features to engage with Salesforce through TEC’s existing Cisco Phone system and existing TEC process. Omni routing process has been enabled for Phone to Case.

**Role: BA & Lead Technical Specialist**

**Contribution / Highlights:**

As a team member I am responsible for the below phases of project:

* Analysis of requirements, Discussion with the Sales persons and Sales & Service Managers about their business needs.
* Impact analysis of the requirements and preparing Business and Functional & Technical Documents.
* Implemented the complete administration activities of the application.
* Created Design Documents and Requirement Documents based on the input from the client.
* Installed the package and configured as per business requirement and enabled the call centre to the required profiles.
* Written triggers to automate the Contact pop and auto Case creation.
* Written a visualforce page to populate the duplicate contacts on inbound call of softphone.
* Enable the **Omni** process for Phone to case. Configured the Presence status according to the system to have flexible for Chat and Phone.
* Training the users about new functionalities and using InGenius CTI product.
* Explaining about the new reporting capabilities of InGenuis.
* Unit testing and system integration testing of the developed code.
* Maintained 75% code coverage by writing Test classes.
* Used Eclipse, GIT and Jenkins to deploy and integrate with multiple sandboxes.

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**Project/Client Name/Location –** [Monet Workforce Management Integration](https://www.ingenius.com/) (**WFM**)with TE CRM System/TE Connectivity / Harrisburg, PA, USA

**Duration:** 12 Months from December 2017 to Dec 2018.

**Technologies –** Salesforce.com Sales & Service Cloud configuration, **WFM tool,** Visualforce, Apex trigger.

**Project Profile:**

Monet Software is a cloud-based workforce optimization software that enables TE call centres to manage staff scheduling, performance and quality monitoring, and business reporting. The application offers an extensive series of features to suit busy call centres with high staff levels, offering visibility over all operations. The Continuous Improvement Team is responsible for Workforce Management of Channel Team (CC/PIC/Inside Sales) across regions. As the Business evolves from a Bricks and Mortar based workforce to a model which allows true flexibility and 24/7 service, so must our workforce management system evolve. This evolution should allow for more granularity and more automation to allow us to control a virtual 24/7 global network of TE agents with various skillsets and bring them online at appropriate times to service the customer needs.

TE need a software as a scalable tool and have back end data systems to support it. It gives us a better ability to keep an eye on TE reps and their schedule adherence. The software does everything TE want it to do as far monitoring TE schedule and the adherence of TE call centre reps.

**Role: BA & Lead Technical Specialist**

**Contribution / Highlights:**

As a team member I am responsible for the below phases of project:

* Analysis of requirements, Discussion with the Sales persons and Sales & Service Managers about their business needs.
* Understand and capture the Business Requirements for Cases, Inside Sales, chat, CTI, HC Tracker and Single Sign On.
* Impact analysis of the requirements and preparing Business and Functional & Technical Documents.
* Involved in complete administration activities of the application.
* Created Design Documents and Requirement Documents based on the input from the client.
* Determine a Solution to Prove that Viability of the WFM Tool.
* Created a permission sets, Page layouts and security settings.
* Written a visualforce page to populate required custom settings and provided the feasibility to the customers to update the Workforce group with suitable name.
* Written a trigger to pass the workforce fields data to WFM tool.
* Created a connected app and enable for Sales and Service.
* Created and provided a Service account to connect with WFM APIs.
* Provided profile level visibility for configured fields.
* Implemented Pick lists, Dependent Pick lists, Validations and formula fields to the custom objects.
* Created a reports and dashboards to validate the workforce management data.
* Unit testing and system integration testing of the developed code.
* Maintained 84% code coverage by writing Test classes.
* Used Eclipse, GIT and Jenkins to deploy and to integrate with multiple sandboxes.

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**Project/Client Name/Location –** [Insidesales Playbook integration with TE Salesforce CRM](https://www.ingenius.com/) /TE Connectivity / Harrisburg, PA, USA

**Duration:** 3 Months from September 2017 to November 2017

**Technologies –** Salesforce.com Sales & Service Cloud configurations, **Playbook Chrome app**, Visualforce, Apex Triggers, Workflows & Apex Class.

**Project Profile:**

InsideSales.com (ISDC) Playbooks is a Salesforce bolt-on to be used by TE inside sales teams for outbound call management and tracking. InsideSales.com’ s Click-to-Call for Salesforce integrates one-click phone calling, voice messaging, and call reporting, directly within the Salesforce system. that integrates call activity directly into native Salesforce reports, providing key insights into lead generation, sales prospecting and qualification, and follow-up activities. Due to the elegance and simplicity of the interface.

TE brought the playbook insides sales product to increase the sales productivity to their inside sales team members.

**Role: BA & Lead Developer**

**Contribution / Highlights:**

As a team member I am responsible for the below phases of project:

* Interacted with various business user groups (Consumer devices, Appliances, Industrial, Channel BU’s) for gathering the requirements for salesforce implementation and documented the business and software.
* Impact analysis of the requirements and preparing Business and Functional & Technical Documents.
* Implemented the complete administration activities of the application.
* Installed the package and configured as per business requirement and enabled the Playbook app to the required profiles.
* Written triggers to automate the Lead process that sync with Plays.
* Created a workflow to update the fields on Playbook fields updates.
* Created a custom object to provide a relationship with contacts.
* Created a page layouts, Related lists and other components on a Record details.
* Customised User roles, role Hierarchies, Profiles to ensure the Playbook app access.
* Explaining about the new reporting capabilities of Playbook.
* Supported end users and helped them in getting used to the application.
* Unit testing and system integration testing of the developed code.
* Used Eclipse, GIT and Jenkins to deploy and integrate with multiple sandboxes.

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**Project/Client Name/Location –** Customer Care Usability Experience Improvements- Short Term/TE Connectivity / Harrisburg, PA, USA

**Duration:** 4 Months from July 2017 to October 2017 (simultaneously worked with multiple projects)

**Technologies –** Salesforce.com Service Cloud configurations, **Lightening**, Data loader. JavaScript.

**Project Profile:**

To Enable Salesforce Lightening futures to the Customer Care users.

**Role: Lead Developer**

**Contribution / Highlights:**

As a team member I am responsible for the below phases of project:

* Implemented the complete administration activities of the application.
* Created a lightening user permission set and enabled to the business required profiles.
* Assign Case Layout - Lightning page layout to all profiles above mentioned for all record types.
* Create Service console app "Customer Care 2.0” Lightning application.
* Enable Highlights Panel for case.
* Updated Utility Bar (Macros, Report chart, History, Omni Channel, Notes).
* Case Kanban View &Case Split view.
* Enabled the Enhanced Email &Enable Omni Channel& Created Presence Statuses.
* Provided the dashboards in Lightening view.
* Provide Case 360 View - Reconfigured screen for better workflow (actual configuration of screen is more efficient)
* Created Case Layout - Lightning) for Lightning and Custom Console Components.
* Provided the service channel for Live agent.
* Java Script button has created to new lightning Component.
* Enable enhanced Email composer.
* Created a "Case Record Page layout" added Email page in Lighting Email section.
* Deployed all configurations manually.
* Provided detailed description for the project at the end

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**Career Projects:**

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| **S.No** | **Project** | **Client Name** | **Location** | **Duration:** | **Technologies** | **Role** |
| 1 | Select Growth Scoring & Routing System | TE Connectivity | United States | July 2017 to July 2017 | Salesforce.com **Sales cloud,** Eloqua, Apex class. Visual flow, Process builder, Data loader. | Lead Developer |
| 2 | SALESFORCE.COM AND CAST IRON DEV. FOR C2S ORG | TE Connectivity | United States | May 2017 to July 2017 | Salesforce.com **Sales cloud & Service Cloud**, Eloqua, Apex class. Visual flow, Process builder, Data loader. | Sr. Technical Specialist – Onside Coordinator |
| 3 | FIXED BID SUPPORT & DEVELOPMENT | TE Connectivity | Bangalore | April 2015 to April 2017 | Salesforce Sales and Service Cloud, Apex, Force.com, JavaScript, CSS, HTML, IBM Cast-iron, WMC, SAP, MQ, SOQL, SOSL, Dataloader, Force.com Explorer, Pl/Sql, BMC Remedy, Service Now. | Support Team Lead |
| 4 | Customer Care service cloud & PIC (Product information Center) | TE Connectivity | Bangalore | Oct 2013 to March 2015 | Salesforce.com **ServiceCloud,** Apex class. Visual flow, Process builder, Data loader, Data loader, Live chat, Email to case, Visualforce Pages. Oracle 11g | Developer |
| 5 | New Design Registration-NDR | TE Connectivity | Pune | Feb 2013 to Sept 2013 | .Net Web services, SFDC Sales Cloud, IBM Cast-iron, WMC, SAP, MQ, ESB | Sr.Technical consultant |
| 6 | Identity and Access Management system | BMO - Canada | Chennai | Sep 2012 to Jan 2013 | IBM WebSphere Cast-iron 6.0v, WMC, Salesforce, MS SQL 2008 | Sr. Technical consultant |
| 7 | SFDCFeed2CDM | BMO - Canada | Chennai | Jun 2012 to Aug 2012 | IBM WebSphere Cast-iron 6.0v, WMC, Salesforce, FTP | Sr. Technical consultant |
| 8 | Equity Product Client Management | BMO - Canada | Chennai | Sep 2011 to Jun 2012 | Salesforce.com, Force.com, Apex, Visual force, IBM WebSphere Cast-iron 6.0v, WMC, Oracle, MS SQL 2008 | Sr. Technical consultant |
| 9 | Corporate Institutional Banking | RBS - UK | Chennai | May 2011 to Aug 2011 | MS Dynamics CRM 2011 (Live), SQL Server, C#. | Technical consultant |
| 10 | Nissan-GapCorp / GAPCorp | Nissan -Gulf | Hyderabad | Sep 2010 to April 2011 | MS Dynamics CRM 4.0, SQL Server, C# | Technical consultant |
| 11 | vCentric’s Dynamic Display Device (V3D) | IB Group | Hyderabad | Feb 2010 to Aug 2010 | C#.Net, ADO.Net, MS SQL Server 2005 | Developer |
| 12 | OSE\_Tracking Portal | Vcentric | Hyderabad | Nov 2009 to Jan 2010 | ASP.Net, C#, AJAX, ADO.Net, SQL Server, JavaScript, HTML | Developer |
| 13 | TSM-OSE Portal | Tengent | Bangalore | Sep 2008 to Oct 2009. | ASP.Net, C#, AJAX, ADO.Net, SQL Server, JavaScript, HTML | Developer |