Yogesh Narad- Salesforce consultant

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- Information Technology professional with 8 + years of experience in **SFDC Development**, **CRM ,ServiceMax and Salesforce CPQ ,Salesforce Billing.**
- Designed and successfully delivered numerous Salesforce implementations including **full life cycle deployments** for large enterprise-level engagements. Developed sophisticated solutions to extend Salesforce platform functionality to satisfy complex business requirements.
  Certified Salesforce Platform Developer **(PD1).**

  Experience in **Integration experience** of designing solutions based on salesforce Sales/Service, Apex Programming, Triggers, **SOAP/REST/Bulk/Messaging based integration** approaches and Point and click functionality.

  Adeptness in Executing SFDC implementation, solution design, application configuration, UAT support, **Environment Management**, Change Management and **Deployment Management**.

  Implemented **Salesforce CPQ** with salesforce.

  Implemented **ServiceMax** with salesforce.

  Knowledge for using **Salesforce Billing** with salesforce.

  Breadth of experience in working different domains like Payments,Finance, Hospitality, Telecom and Healthcare,Life Science,Manufacturing.

  Excellent presentation, client relationship management and inter-personal skills.

  Appexchange Product worked On:SteelBricks(CPQ),ServiceMax,GeopointE,nCino etc, Aquant.

Organization	Role	Duration
Virtusa Consulting Services Pvt. Ltd. Kharadi ,EON,Pune	Lead Consultant - Technology	08/2021- Till date (0.11 Yrs)
Zensar Technologies	SFDC/ServiceMax Consultant	11/2018- 08/2021 (2.6 Yrs)
Opus Software Solutions Pvt Ltd	Sr. Software Engineer	11/2017- 11/2018 (1 Yrs)
Tech Mahindra Limited	Sr. Software Engineer	08/2016– 10/2017 (1.2 Yrs)
Zamil ITG, Kharadi, Pune	Software Developer	07/2015 – 07/2016 (1 Yrs)
MechIT Technologies, Pune	Software Engineer	01/2013 – 06/2015 (2.5Yrs)

Salesforce.com Certified Force.com Platform Developer (PD1) Certification.

CRM	Salesforce.com
SFDC Technologies	Partner Portal, Customization, Visualforce, Apex classes, Triggers.
Web Technologies	HTML, XML, JavaScript, Angular Js.
Design Pattern	MVC, Singleton, Template, Factory.
Tools	Eclipse IDE, Apex Data Loader, Microsoft Visual Studio2008*.
Databases	SQL Server.
Other	ServiceMax, nCino, SteelBricks, Apptus,etc.

- Currently working as a Lead- Consultant - Technology (SFDC) For VIRTUSA,
    - Pune (0.11 years Lead- Consultant - Technology) in Salesforce Billing And CPQ application for IRM SG.

- Previous Company: Zensar, Pune.
    - Designation: Sr. software Eng.(SFDC).
    - Duration: 2.6Yrs

        - Responsibilities:-
    - Handle Project And Discussion with Customer
    - Design and Develop Salesforce ServiceMax and CPQ .

- Previous Company: Opus Software Solutions Pvt Ltd. Pune
    - Designation:SFDC Developer.(SSE)
    - Duration: 1Yrs

        - Responsibilities:-
    - Handle Project And Discussion with Customer
    - Design and Develop Salesforce Software applications.

- Previous Company: Tech Mahindra, Pune.
    - Designation:SFDC Developer.
    - Duration: 1.2Yrs

        - Responsibilities:-
    - Handle Project And Discussion with Customer
    - Design and Develop Salesforce Software applications.

- Previous Company: Zamil ITG ,Kharadi, Pune.
    - Designation:SFDC Developer.
    - Duration: 1.0Yrs

- **Responsibilities:-**
  - o Handle Project And Discussion with Customer
  - o Direct Technical Discussion with Zamil ITG users
  - o Design and Develop Salesforce Software applications.

Project Profile# 1: Iron Mountain Inc (USA)

Aug/2021-Till Date

Project Type	Development – Implementation and Migration of existing system to Salesforce
Project Domain	Salesforce Billing/CPQ
Sub Domain	Billing Customization/Core Development
Solution	Development for new system. Apex Classes, Test Classes,Triggers implementation etc.Integration To Oracle Oniel, TRSQL .
Service Offering	Salesforce.com Customization
Client	**Iron Mountain (IRM Global)**
Role	**Lead Salesforce Developer**
Duration	Aug-2021 – Till Date
Team Size	30
Tools	Eclipse, Developer Console,Sales Cloud,Salesforce Billing.

Project Description:

The purpose of this application is Provide End to end process of Billing account/Billing Order management using Salesforce Billing ,

involved in the integration from oracle to Billing. Developed multiple Apex classes, Batch classes in Billing ,Currently Developing and managing all the billing components and configuring the products, orderItems ,Consumption Schedules ,rates Usage summary ,usage Invoices and Payments.

Contribution:
- Designed Solution, worked on Requirement Analysis for the existing system.
- Implemented customization (using Apex, Batch Classes, Triggers)
- Created Apex Test Classes.
- Prepared Technical Specification **Data Dictionary Document**.

Project Profile# 2: Beckman Coulter USA(NACO)

Nov/2018-Aug/2021

Project Type	Development – Implementation and enhancement of existing system
Project Domain	ServiceMax/CPQ
Sub Domain	ServiceMax Customization/Core Development
Solution	Development for existing system. Apex Classes, Test Classes,Triggers implementation etc.Integration To Oracle
Service Offering	Salesforce.com Customization
Client	**Beckman Coulter USA**
Role	**Sr Salesforce Developer**
Duration	Nov-2018 – Till Date
Team Size	25
Tools	Eclipse, Developer Console,Service Cloud,ServiceMax.

Project Description:

The purpose of this application is Provide End to end process of Order management using ServiceMax, involved in the integration from oracle to ServiceMax. Developed multiple Apex classes, SFM Triggers in ServiceMax ,Currently Giving Live support to the different profile in ServiceMax of beckman coulter users.

Contribution:
- Designed Solution, worked on Requirement Analysis for the existing system.
- Implemented customization (using Apex, SFM SFW, Triggers)
- Created Apex Test Classes.
- Prepared Technical Specification **Data Dictionary Document**.

Project Profile# 3: **Merchant Onboarding(POS)**

July/2018 - Oct/2018.

Project Type	Development – Implementation and enhancement of existing system
Project Domain	Customization(Merchant Onboarding Management)
Sub Domain	Salesforce Classic Customization/Core Development
Solution	Development for existing system. Apex Classes, Test Classes,Triggers implementation etc.Integration To Paymetric Server Services.
Service Offering	Salesforce.com Customization
Client	**Opus Product,USA**
Role	**Sr Salesforce Developer**
Duration	July-2018 - Oct-2018
Team Size	10
Tools	Eclipse, Developer Console,Data loader.

Project Description:

    The process of adding the new merchant in a payment gateway system so that merchant can access their API and test the payment gateway is called as merchant on boarding. A merchant needs to be on boarded using Salesforce and to go under certain set of approval`s before onboarding it through Salesforce. Certain set of users (CSR) can view the merchant which have been on boarded in Salesforce. Report generation for Merchant Display graphical representation for reports weekly/ monthly reports etc.

Contribution:

- Created Custom objects to build new application functionality in the Salesforce.com.

- Developed Apex Classes, Visualforce pages & Triggers to implement the business logic as per the requirements.

- Developed SOQL and SOSL queries to get data from different related objects.

- Created workflow rules and defined related tasks, profiles, roles, users, email alerts, filed updates to implement business logic.

Project Profile# 4: **Paymetric Banking Services SDK.**

Dec/2017 - June/2018.

Project Type	Development – Implementation and enhancement of existing system
Project Domain	SDK (Banking Accounts Management)
Sub Domain	Salesforce Classic Customization/Core Development
Solution	Development for existing system. Apex Classes, Test Classes,Triggers implementation etc.Integration To Paymetric Server Services.
Service Offering	Salesforce.com Customization
Client	**Paymetric USA**
Role	**Sr Salesforce Developer**
Duration	Dec-2017 - June-2018
Team Size	8
Tools	Eclipse, Developer Console,Postman.

Project Description:

    The purpose of this application is Provide End users friendly services to the Customer,We have developed the SDK/Apex classes,In which we are using the SOAP web-services of Paymetric for account management like Get account balance,Transfer funds, etc Services. After consuming the SOAP services of Paymetric We have exposed salesforce REST webservices for client use. We have successfully deployed the SDK for Customization.

Contribution:
- Designed Solution, worked on Requirement Analysis for the existing system.
- Implemented customization (using Apex, Visualforce Pages, Triggers)
- Created Apex Test Classes.
- Prepared Technical Specification **Data Dictionary Document**.

- **Driven successful deployment process.**

Project Profile# 5: **TELUS-BCX Canada**

Feb/2016 - May/2017.

Project Type	Development – Implementation and enhancement of existing system
Project Domain	CRM (Telecom Order Management) / Vlocity.
Sub Domain	Salesforce Classic Customization
Solution	Development for existing system. Apex Classes, Test Classes, Workflows, Validation Rules, Triggers implementation etc.
Service Offering	Salesforce.com Customization
Client	**TELUS-BCX Canada**
Role	**Salesforce Developer**
Duration	Feb-2016 - May-2016
Team Size	4
Tools	Eclipse, Data Loader, Developer Console

Project Description:

The purpose of this application is to fix the implementation issues for the existing system and enhancement using salesforce customization for TELUS-BCX Canada which enables TELUS Users to place orders online. The biggest benefit of this portal is that it provided User friendly orders management portal and manual approvals process for complex order captures which enhances the TELUS User's productivity.

Contribution:

- Designed Solution, worked on Requirement Analysis for the existing system.
- Implemented customization (using Apex, Visualforce Pages, Triggers)
- Created Apex Test Classes.
- Prepared Technical Specification **Data Dictionary Document**.
- Collaborated with test team & made sure **integration testing** of the module is completed.
- **Driven successful deployment** process.

Project Profile# 6: **Import Custom Clearance(ICC)**
Aug/2015 - June/2016.

Project Type	Development & Integration
Project Domain	Manufacturing.
Sub Domain	SFDC Development and Integration
Solution	Salesforce Service console,
Service Offering	Salesforce Service Console, Complex VF Pages , Integration with Oracle.
Client	**Zamil Steel, Saudi**
Role	Developer
Duration	Aug 2015 to June 2016

Team Size	5
Tools	Eclipse, Apex Data Loader, Force.com Platform

Project Description:

This is the an application for tracking every stages different goods which is coming to Saudi port for custom clearance,, we have used standard objects and some custom objects like BOL, Supllier, Container ,we have used approval process in this application for primary approval, triggers and a number VF pages..

Contribution:
- Involved in customizing portal with VF pages with jQuery, apex logics using trigger, workflow's etc.
- Responsible for performing **code reviews** for Apex, Visualforce Triggers.

- Driven the **Pre-Deployment Activities** for getting Test coverage above 85%.

- **Deployment activities, migration** of data etc.

Project # 7: Zamil Air Conditioning Quotation System,(ZACQS)
 Dec/2015– June/2016.

Project Type	Enhancement Development Lifecycle
Project Domain	CPQ (Manufacturing)
Sub Domain	SFDC Sales Cloud
Solution	Customized Salesforce Application using Native Apex and Visualforce.
Service Offering	Salesforce Analytics, Customized Salesforce.com
Client	**Zamil Air Conditioning Sys, Saudi**
Role	**Developer**
Duration	Dec -2015 to June-2016
Team Size	3
Tools	Eclipse, Data Loader, Developer Console

Project Description:

This is the an application for tracking every stages of the daily quotations from sales engg to GM It includes sending alerts to all profile users like **ZAC Coordinator**, **ZAC Planner**, **ZACQS SalesmanEast**,we have used approval process in this application for approval, triggers and VF pages.

Contribution:

Responsible for Requirement gathering, and **Implementation** using Force.com Platform.
 Solution Design and **Architectural support in customization** (using Apex, Visualforce Pages, Triggers) and
    configuration.
 Test Coverage Management Activities.
 Deployments to Production and post deployment activities.

Project Profile# 8: Chicago Public Media (CPM)
 Nov/2014 - Jan/2015

Project Type	Development And Integration

Project Domain	CRM (Non-Profits)
Sub Domain	Salesforce.com CRM
Solution	Salesforce Sales Cloud
Service Offering	Customization using Apex and VF Pages.
Client	**Chicago Public Media,Texas,US**
Duration	Nov-2014 to Dec-2014
Team Size	6
Tools	Eclipse, Apex Data Loader, Force.com

Project Description:

The objective of the system is to provide support and services to the Donners. System is basically designed for NGO Maintaining the detailed information of each accounts as a Donner. Maintaining daily transactions against each account. Batch as well as real time data importing in to SF system from third party applications like Vantiv, Eloqua.

Contribution:
- Responsible for Solution design and implementation using Force.com Platform.
- Completely set the Salesforce Organization including Company Profile, Security Settings.
- Involved in the effort estimation for all the requirements.
- Involved in customizing portal with VF pages with jQuery, apex logics using trigger, scheduler, Batch, email services etc.
- Leading the integration with Vantiv as well as Eloqua .
- Deployment activities, migration of data etc.

Project Profile# 9: TD Bank(TDnCino).
April/2014 - Oct/2014.

Project Type	Development
Project Domain	CRM (Finance)
Sub Domain	Salesforce.com CRM
Solution	AppExchange Product nCino, Apex, Visualforce.
Service Offering	Application implemented using Apex and Visualforce
Client	**TD Bank,UK**
Duration	April-2014 to Oct-2014
Team Size	12
Tools	Eclipse, Apex Data Loader, Force.com,

Project Description:
The objective of the system is to provide flexible system for Loan Department, In this we have used nCino appexchange product , and done customization. Integration with legacy system also done .

Contribution:
- Designing application to meet customer requirements with Salesforce capabilities.
- Designing visual force pages.

- Configuration including custom fields, reports, dashboards, workflows, validation, custom validation, creating, deleting and modifying custom objects.

- Design and development using Apex and Visualforce programming.
- Involved in data migration activity.

Project Profile# 10: NMIMS University Admission Portal (Force.Com Site)
Jan/2014 - May/2014.

Project Type	Development & Integration
Project Domain	Public Site
Sub Domain	Salesforce.com CRM
Solution	Salesforce Force.com site
Service Offering	Salesforce Force.com site
Client	**NMIMS, University,Mumbai,India**
Duration	Jan-2014 - May-2014
Team Size	5
Tools	Eclipse, Apex Data Loader, Force.com

Project Description:
This is the Force.com public sitre for Students ,Students who want to take admission for any cource in NMIMS can go to this portal,we have used sales cloud here and worked on lead contact account opportunity and some custome objects ,we have use BilDesk payment gateway in this project for Online payment,we have used approval process in this application for primary approval, triggers and VF pages.

Contribution:
- Involved in customizing portal with VF pages with jQuery, apex logics using trigger, batch etc.
- Handling regular scrum call with Client
- Gathering requirement from the client and priorities the task assigned for the team.
- Involved in planning of sprints/Releases as per requirement gathered from client.
- Leading the client interaction as well as offshore team.
- Deployment activities, migration of data etc.

Education Details

Degree	Specialization	University	Year of passing
Graduation	Bachelors of Engineering (Computer Engineering)	Pune University, Pune	2012 (65.25%)
HSC	Science	Pune Board, India	2007 (77.67%)