**Amarender Pasham**

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**Senior IT Consultant**

**Summary:**

* Solutions focused IT consultant at around 10+ years of experience on salesforce lightning platform including build, release, configuration and customization, deployment in agile environments.
* Hands on experience in Salesforce Lightning LWC and Aura framework, Apex customization, Configuration and Administration.
* Expert knowledge in deploying through change sets, Git Labs, Force.com Migration tool and also autorabit tool including Continouos integration tool like Jenkins and managing bit bucket Git repository.
* Experience in Javascript , Css and HTML in implementing the salesforce call center integration with avaya telephony platform.
* Expert in Agile scrum model concepts including Backlog grooming, Sprint planning, Daily refinements, Daily stand-ups, Retrospections, Team demos and Tribe demos.
* Good knowledge on implementing end to end integration using REST API, SOAP API and Metadata API. Also have an experience in using OpenCti API for implementing call center integration and Bulk API using dataloaders, workbench, dataloader.io tools, etc.
* Experience working on Lightning Aura components and Lightning Web Components.
* Working with product owner and scrum master and also in contributing to blueprints, and assisting with the end to end design of the requirements considering the impact analysis.
* Leading and contributing to design sessions, white board sessions and promoting superior design alternatives.
* Maintenance experience on production environment and also hans on experience on apex performance code refactoring.

**Certifications:**

* Salesforce Platform App Builder
* Salesforce Platform Developer 1
* Salesforce Platform Developer 2
* Salesforce Administrator
* Salesforce Advanced Administrator
* Salesforce Sales Cloud Consultant
* Salesforce Service Cloud Consultant
* Salesforce Field Services Lightning Consultant
* Salesforce Sharing & Visibility Designer
* Salesforce Data Architecture & Management Designer
* Salesforce Integration & Architecture Designer
* Salesforce Development Life Cycle & Deployment Designer
* Salesforce Identity & Access Management Designer
* Salesforce Application Architect
* Salesforce System Architect
* Salesforce Certified Einstein Analytics and Discovery Consultant
* Salesforce Certified Experience Cloud Consultant
* Salesforce CPQ Specialist.

**Work Experience:**

**Informatica,**

**Senior Developer**

**Jan 2021 to Jun 2022**

**Responsibilities:**

* Working as a Salesforce Admin by providing day to day end user training and support for Salesforce.com users.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Worked with the sales operations team, product management team and other stakeholders to capture requirements.
* Worked with functional leads to transform and develop new requirements into design, implementation.
* Conducted requirement discovery workshops to understand user goals and communicate Salesforce technical capabilities and limitations.
* Created business and functional requirement documents.
* Worked with the development team to review and resolve design issues and get required clarifications from business team.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Maintained and gave permissions to communication templates based on Profiles.
* Used App Exchange Tool called Click Tool to integrate with other applications to know the survey of the product.
* Used Lightning Process Builder to automate business process by provided a visual representation.
* Migrated data from legacy CRM systems in batch or one-time using Data Loader.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Imported accounts and contacts data through Import Wizard.
* Involved in integration activities of Salesforce.com to Zuora and Click tool.

**Amazon Logistics US,**

**Senior Developer & Lead**

**Jan 2018 to Jan 2021**

**Responsibilities:**

* Worked with developers, project managers and others to help ensure high quality and timely software delivery on multiple implementation projects of varying sizes and complexities.
* Worked with native Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts, Lead-to-Cash business processes.
* Worked with native Salesforce quote to cash functionality to design quotes, order management and billing for Back office operations.
* Coordinated with Business Users and Pricing team to gather requirements for CPQ implementation.
* Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules and options.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, calculator plugins, filter rules, system and user discounts.
* Configured Pricing factors like variance pricing, volume-based pricing, attribute-based pricing.

**TDC Denmark,**

**Senior IT consultant and Team Lead**

**December 2016 to Jan 2018**

**Responsibilities:**

* Designed and Implemented several salesforce solutions for TDC client, at right price, time and quality.
* Worked in close collaboration with the customer on designing and testing the solution.
* Managed India offshore team of three members by being working at the client side location.
* Implemented CTI integration, Marketing automation integration and other REST API integrations with internal client systems.
* Worked on migration from classic to lightning by creating new lightning aura components and apex customization.
* Re-designing the sharing architecture for security in salesforce.
* Updated the Single sign-on implementation with Microsoft Azure AD and also integration with AD for user provisioning.
* Played a key point of contact for all the integrations from salesforce to Jitterbit integration like Next Best Offers, Customer 360 view, BI reportings, etc.
* Used autorabit as continuous integration tool for the production deployments.

**Panasonic Japan, Hyderabad.**

**Senior Software Engineer**

**June 2016 – November 2016**

**Responsibilities:**

* Worked on Soap and Apex Rest webservices.
* Implemented community cloud for both customer and partner users.
* Implemented visual force pages for front end design requirements.
* Have written batch apex classes, triggers and configuration of workflows, process builders, etc.
* Managed 4 people team on Panasonic handling onshore requirements and implementing them on time with the help of team.
* Implemented service cloud implementation from the scratch including knowledge management, case management, etc.
* Used Ant tool packaged deployment for all the deployments.

**Digital Globe US, Hyderabad**

**Software Engineer Senior Analyst**

**March 2015 – May 2016**

**Responsibilities:**

* Worked on Soap API and Metadata API requirements.
* Helped in building the salesforce project from the scratch.
* Worked on all areas of Sales cloud implementation.
* Played a key role in data migration from the old systems to salesforce with the help of dataloader by preparing manual excel sheets.
* Have written batch apex classes, triggers and configuration of workflows, process builders, etc.

**Vodafone UK, Pune**

**Software Engineering Analyst**

**March 2014 – February 2015**

**Responsibilities:**

* Worked on Production support handling the incidents.
* Worked on customer portal and partner portal implementation from the scratch.
* Worked as a cipher cloud module lead for salesforce data encryption on PII data.
* Worked on workflows, triggers, apex classes, change sets deployment, etc.

**Pfizer EMEA, Bangalore**

**Software Engineering Analyst**

**May 2013 – February 2014**

**Responsibilities:**

* On a deputation role played as a crucial developer for the project.
* Worked on several configuration requirements like workflows, approval processes, validation rules, etc.
* Worked on customization requirements like triggers, batch apex classes.
* Played deployment manager role for the entire project.
* Handled client UATs with different country stakeholders within Europe.
* Worked on effort estimation, requirements traceability matrix maintenance, prepared demo presentations.

**Roche Diagnostics US, Hyderabad**

**Software Engineering Analyst**

**June 2012 – April 2013**

**Responsibilities:**

* Worked on territory management implementation from the scratch for this project.
* Worked on several configuration requirements like creation of complex formula fields, validation rules, workflows, approval processes, etc.
* Worked on customization requirements like triggers, apex classes, etc.
* Handled the client calls single handed in requirements gathering, effort estimations, etc.

**Education**

Bachelor of Technology in Information technology (JNTU)

**Skills**

* Salesforce.com Certified System Architect and Application Architect.
* 2 years in a technical leadership role as Solution Architect or Senior IT consultant on client business transformation.
* Around 10+ years of experience with Salesforce products - Sales Cloud, Service Cloud and Community Cloud.
* Delivery Management as well as Team management experience.
* English: Fluent