Pablesh Sr Tech Lead

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Pableshkumar1@gmail.com

SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED
Platform Developer I	Administrator	Community Cloud Consultant	Einstein Analytics and Discovery Consultant

OBJECTIVE:

To seek a responsible and challenging job where there can be an excellent opportunity for professional advancement in CRM domain. I look forward to an exciting and challenging career with an organization that has a congenial working environment and provides excellent opportunities for mutual growth.

Having extensive client facing experience (Atlanta USA), and involved with client for various key business decision regarding the processes, functionalities and provided technical expertise to improve client business process.

PROFESSIONAL EXPERIENCE:

SR#	Organization Name	From	To	Designation
1	360 Degree Cloud Technologies Pvt. Ltd.	28 December 2015	Till Date	Salesforce Sr.Tech Lead

Certifications:-

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer 1
- Salesforce Certified Community Cloud Consultant
- Salesforce Certified Einstein Analytics and Discovery Consultant

Key Achievements:-

2012 - **Training excellence** (To give the training to fresher)
2013 – **Gone Above and Beyond award** (On successful deliver of a complex project)
2014 - **Cruising and crushing it (**for giving the Solution on each and evry requirement and completing it**)**

Synopsis:-

- Having 5+ years of Salesforce
  - **SFDC experience – 5+ years:**
    - Salesforce.com Lightning
    - Einstein Analytics
    - Integration – Design and build APIs with Integration patterns
    - Sales Cloud
    - Service Cloud
    - Data Loading and Migration
    - Community Cloud, Chatter
    - Chat Bot
    - SFDC implementation, Salesforce.com Administration, customization, configuration and Force.com Development
    - Having knowledge of Salesforce Sites

- Good knowledge in Salesforce.com com implementation, customization, configuration and Force.com Development, Lightning

- Have an excellent track record of inter-personal skills, professional approach and as a team player.
- Able to work well under extreme pressure, often meeting tight deadlines

Tech Lead SKILL SET:

- Analyze and estimate business requirements into well-architected with underlying data model, data flows, interfaces, integration
- Project delivery plans with all stages Agile/SDLC
- Responsible for quality project deliverables
- Production issues
- Designing solutions which are scalable and maintainable.
- Providing solution by analyzing build vs buy recommendations based on offering in App Exchange
- Ability to multi-task and re-prioritize responsibilities and project working agile frame work
- Help the SFDC team in troubleshooting and resolving issues by providing correct solutions

Release Manager SKILL SET:

- Preparing Release plans for Immediate, Minor, Major releases
- Manage different environments with no conflicts in deployments
- Manage complex development processes that span multiple release schedules
- Merge changes between different environments during life cycle of project
- Manage deployment dependencies
- Testing Best Practices for Deployments
    - Run local tests in a deployment using RunLocalTests
    - Validate components before deployment
    - Specify the tests to run by using the RunSpecifiedTests test level
- Helping team to use below tools/methodologies
    - Agile tools like JIRA
    - ANT, Eclipse, Change Sets
    - GitHub

Managerial SKILL SET:

- Handling 10-15 resources team as Manager
- Successfully handled 3 Projects together DEV & Support
- Team meetings and Status reports(daily, weekly, monthly) to meet project time lines
- Pre Sales activities like estimations based on RFPs
- Communications with clients directly to get more business
- Escalation handling
- Project management with SDLC / Agile
- Organization level activities:
    - Interviews
    - Resource Management
    - KT Sessions to share knowledge among teams/lesson learnt from projects
    - Fun activities
    - Outings

Technical SKILL SET:

CRM	1. SFDC Lightning(Aura Components and Lightning experience) 2. SFDC Integration 3. SFDC Einstein Analytics 4. SFDC Sales Cloud 5. SFDC Service Cloud 6. SFDC Data Loading and Migration 7. SFDC Knowledgebase 8. SFDC Communities 9. SFDC Sites 10. SFDC Chatter 11. SFDC Implementation, Customization, Admin, Configuration and Development

Operating Systems:	Windows 98, 2000, XP.
Programming Languages:	C, C++,Java
Internet/Web Technologies:	HTML
Data Loader Tools	Apex Data Loader, Work Bench, Data Import Wizard, ANT migration tool(Schema Migration)
Tools - IDE, collaboration, Design and Testing	Force.com IDE, Eclipse, Workbench, Apex Data Loader.

PROJECT DETAILS

Delta Airlines:-

Brief View: Delta, is one of the major airlines of the United States and a legacy carrier, Delta uses Salesforce Sales Cloud, Community Cloud to handle all of their Sales and Servicing part.

Role: SFDC Sr Technical Lead/ Sr Developer – Integration and Data Migration

Responsibilities:

- Understand the business requirements & needs and provide best Salesforce product solution
- Setup a new roadmap of Salesforce in Delta COE team for Salesforce
- Design architecture of SFDC APIs with REST & SOAP APIs
- Salesforce integration patterns guidance to other COE
- Build Salesforce team
- POCs – new features of Salesforce
- Work on business proposals and provide cost estimations

Health Management:-

Project overview The client runs a dental clinic, so he wanted to manage his clients using Salesforce.

Technologies Sales cloud, APIs, Visual force Pages, Lightning Components Salesforce Lightning, Ring Central, Web-to-lead

Role Technical Lead/Sr. Salesforce Developer

Responsibilities:

- To develop in-house applications using APEX, Visual Force, Visual-flows and Triggers.

- Ring Central App is a CTI integration, through which the clients would call to book appointments for health check-up.

- Another option was given on the calendar page to order medicines

- Web-to-lead forms integrated with the website

- Custom Pages to sell out packages and manage payment details

- Custom e-pay integration

- Email Campaign setup

- pages to manage customer details and sales

Modcloth:-

Project overview To set up a service cloud and its integrated with community cloud

Technologies - Salesforce Lightning, Service Cloud, Commerce cloud, Live Agents, Macros, Users, Custom Code, Web-to-Case, Email-to-Case, Case assignment rules, Case escalation rules , CTI

Role – Technical Lead/Sr. Salesforce Developer

Responsibilities:-

- Set up Live Agents – Live agents setup and custom page was created for customers to select the choice of support they required and register the case. And accordingly allocating the case to users, queues.

- Integration - Service cloud integration with Commerce Cloud.
- Service cloud is tab based environment, through custom coding the orders details were visible under a tab. Also, the status of the order could be changed there itself and would show the result in the commerce cloud.
- Macros – Quick texts setup
- 360 CTI app integration
- Assignment rules - Based on assignment rules, sales reps/queues were assigned to the registered case
- Web-to-Case, Email-to-Case setup
- Case assignment and escalation rules setup
- Users – 50 users; profile, license, queues, and other user setup
- Task Milestones – Milestones were included based on the tasks that needed to be performed by the sales rep

Neil – Analytic Cloud

Project overview - For a travel agency, Service cloud along with community cloud was customized.

Technologies - QuickBooks, Analytical Cloud, Reports, Dashboards, SOQL

Role -Sr. Salesforce Developer

Responsibilities:-

- QuickBooks integration with analytical cloud as the client used QuickBooks for invoicing purpose
- Multiple Users and license
- Stories for recommendation
- Reports and dashboards based on sales and payments

AOT – Community Cloud

Technologies - Community cloud, Cin7,VF Pages, Knowledge Base

Role - Sr. Salesforce Developer/Tech Lead

Responsibilities:-

- Partner community setup
- Custom Public knowledge base setup
- Homepage setup – tab system
- Created multiple VF pages
- Cin7(order management system) integrated with Salesforce – for orders to come into Salesforce
- And order details to available to different users using VF Pages
- Enabled chat feature in community cloud

Fedex Shipping:-

Brief View: The client is using SFDC application for shipping and wanted to track the shipment.

Role: SFDC Architect

Responsibilities:

- Requirements gathering with Offshore – Onshore calls
- Solution designs with SFDC standard practices
- SFDC REST APIs
- Lightning Components vs SFDC classic design considerations
- Deployment in releases
- Design documents as deliverables
- Data Mapping, Post Deployment Data Load,
- Apex Code: Classes, Triggers, Test Classes, Controllers, Java script in VF Page, Java script remoting, Batch Class
- Apex code to update Tracker object by reading CSV file on a button click
- Custom Approval Process

- Custom Settings, VF Pages, WF Rules
- Access control: Users, Queues, Profiles, OWD, Roles, Public Group, Sharing Rules, Permission Sets

Defect fixing / resolutions during various phases of project by closely working with testing team

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PropertyBase:-

Brief View: The client is using SFDC application for all real estate activities.

Role: Tech Lead. Sr Salesforce Developer

Responsibilities:

- Requirements gathering with Offshore – Onshore calls
- Solution designs with SFDC standard practices
- SFDC REST APIs
- Lightning Components vs SFDC classic design considerations
- Deployment in releases
- Design documents as deliverables
- Data Mapping, Post Deployment Data Load,
- Apex Code: Classes, Triggers, Test Classes, Controllers, Java script in VF Page, Java script remoting, Batch Class
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- Defect fixing / resolutions during various phases of project by closely working with testing team

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WebKraftz:-

Brief View: The client uses Zoho CRM and wants to move the functionality to Salesforce.com.

Role: SFDC Tech Lead/ Sr Salesforce Developer

Responsibilities:

- Requirements gathering
- SFDC REST APIs implementation
- Lightning, Configuration, Validation Rules
- Data Mapping, Post Deployment Data Load,
- Apex Code: Classes, Triggers, Test Classes, Controllers, Java script in VF Page, Java script remoting, Batch Class
- Apex code to update Tracker object by reading CSV file on a button click
- Custom Approval Process
- Custom Settings, VF Pages, WF Rules
- Access control: Users, Queues, Profiles, OWD, Roles, Public Group, Sharing Rules, Permission Sets
- Defect fixing / resolutions during various phases of project by closely working with testing team
- Preparing & sending defect reports to onshore team on daily basis

QA related work: Preparing Agile Project Tracker, QT Defect Logs of the project

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ThreadCount– SFDC :-

Brief View: Threadcount develops a unique interpretation of seasonal colour, fabric, and design directions creating a multi-sensory experience for leading architects and interior designers.

Role: SFDC developer + SFDC Admin

Responsibilities :

Customizing UI

- Record Types, Controlling& Dependent Pick list,
- Page Layouts, Tabs, Conditional highlighting / showing color

Data Model

- Creating custom objects, creating Relationships(Self, Hierarchical, Lookup, Master – Detail), Junction Object,
- Creating fields, FLS(Field Level Security)
- Custom Formula Fields, Cross Object Formulas
- Rollup Summary Fields

Business Logic

- Visual force Pages, Workflow rules, Approval Process
- Apex Code, Template design

Access Control

- Users, Queues, Profiles, OWD, Roles, Public Group, Sharing Rules, Manual Sharing, Apex Sharing Reasons

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Buniyad Real Estate:-

Brief View: GE COMFIN is mostly deals leasing / loans for equipment like machineries required to establish a business.

I work in DEV ESCALATIION group which handles/provides production support (Level 3) for all releases for all projects of GE COMFIN. Sometimes I also worked in small enhancements

Role : Developer

Responsibilities :

- Handling all the cases/request/ticket of Clarify application and distributing among the team
- Analyzing whether case is Defect / RFS / CR
- QC defect handling
- Performing migration tasks from one environment to other : IO, WF,DataMap,LOV,BRP,Web Services.
- Organizing KT plans for new joiners in the team
- Preparing SOPs to help the team
- Communication to client towards case resolutions/clarifications

➢ **Configuration**

- Add LOV, Create/modify PDQs to improve the performance
- Analyze root cause for performance slowness of any view
- Create / Assign Responsibilities or Positions as per the data access control mechanism.

➢ **Assignment Manager**

- Analyzing the fail of any assignment rule
- Creating assignment rules for specific region only
- Adding new candidates to any assignment rules
- Rerouting of assignment rules

➢ **Workflows**

- Create Workflows for any CR (Change Request)

➢ **Script**

- Create BS, write script for any CR

➢ **Workflow Policies**

- Modify WF Policies

➢ **EAI**

- Analyzing why any interface got fail ie. at what point/step

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Life Insurance Group:-

Brief View: TheHartford is a leading provider of life insurance, group and employee benefits, automobile and homeowners' insurance, and business insurance.

This is a Production Support / Maintenance project which has Release Cycle of 3 every months, it may have SR to enhance few existing

Role: Developer

Responsibilities:

- Environment Monitoring : DEV, TEST, PRODUCTION
- Running Daily and Weekly Batch Jobs
- Release Audit: Ticket Report Generation
- Remedies/ Production Defect fixing as per severity

➢ **Configuration**
  - Add/Modify Views
  - Modify Server Scripts
  - Analyzing spool results and do the changes in Link or Join or BC.

➢ **Workflows**
  - Modify Workflows to meet SR requirements.

Babble Cloud:-

Brief View: The company provides hosted VoIP solutions, including call conferencing, VoIP handsets and softphones, connectivity and security, implementation and training. Company uses Sales and Service cloud

Role: Developer

Responsibilities:

- Setup the org from the scratch, Created multiple object and Fields as per need.
- Crated Custom VF pages to give the customized analytics on team performance.
- Created multiple Workflows and Process builders to automate the process.
- Created Reports and Dashboard to show the analytics.
- Set up Live Agents – Live agents setup and custom page was created for customers to select the choice of support they required and register the case. And accordingly allocating the case to users, queues
- Setup the Web-To-Case and Email-To-Case

Educational Qualification:

B-Tech in Informational Technology in 2015 with an aggregate of 61%.
12th from Haryana Board of School education in 2009.
10th from Haryana Board of School education in 2007.

PERSONAL DETAILS:

Name:	Pablesh
Date of Birth:	29th April 1990
Marital Status:	Married
Permanent Address:	House No 38, Gali No-2, A Block Near Chungi no 17, Dabua Colony, Dabua Pali Road, N.I.T Faridabad, Haryana Pin Code - 121001
Contact No.:	9971462556
Languages:	English, Hindi

I hereby declare that above mentioned details are correct and complete to the best of my knowledge.

Date :-

Place: Faridabad   **[Pablesh]**