Rahul Nalam Kandan
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SUMMARY

- Over 13 years of IT experience in full lifecycle software development with over 10 years as SFDC Architect, Developer, Administrator, Business Analyst and 3 years as Java Lead / Developer.
- Extensive experience in Architecting, Administration and Development using Salesforce in Insurance, Technology, Biotechnology, and Supply Chain Industry.
- SFDC Administration - SFDC User Management, Permissions, Security and Sharing Rules, Lightning, Deployments, Reports and Dashboards and Org maintenance.
- SFDC Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom fields, Validation Rules, Workflows, Process Builders, Approval processes etc.
- SFDC Architect and Development - Experience with Lightning, LWC, Visual Force, Apex, SOQL. Developed Visual Force Pages/Controllers/Components. Extensive experience in integration with legacy systems, creating flows, process builders, workflows, approval processes, validation rules. Experience in using Eclipse IDE. Data Migration from and to Salesforce instances. Multiple Salesforce instances merging. Custom report development based on the user requirement.
- Business Analyst – Experience in interacting with business users, other BAs for requirement gathering and documentation. Worked alongside PMs, architects in facilitating QA and UAT as functional expert. Understanding of Agile and Scrum.
- Production Support – Experience as level 2 and level 3 production support. Worked in escalation and issue resolution team. Excellent in debugging production issues and providing quick resolutions.
- Project Management - 6 years of experience in project planning and monitoring and resource allocation. Understanding of waterfall and agile methodologies.
- Participated in pre-sales client demos, presentations and user trainings.

EDUCATION & CERTIFICATION

- Bachelor of Engineering (Electronics and Telecom.), University of Mumbai, India
- Salesforce Certified Force.com Developer (**DEV-401**)

TECHNICAL SKILLS

Salesforce.com: Sales Force CRM, Sales Cloud, Service Cloud, Marketing Cloud, Lightning,   Health Cloud, LWC, Data.com, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force   Pages, Web Services, Flows, Process Builders, Workflow & Approvals, Reports and Dashboards, Communities.

AppExchange: Marketo, Apttus CPQ, Copado, Adobe ESign, Revitas Contract Management, Sales Predict, LinkedIn, InsideSales, BoldChat, Coveo, S4G Currency Converter, Cloudingo, DupeCatcher, Spring CM
Programming Languages: Apex, Java, J2EE, PL / SQL
Web: HTML, CSS, JavaScript, WebServices, XML
Databases: Oracle 8i/9i/10g, Sybase SQLAnywhere 11/12, SQL Server 7/8/2005, MySQL 5.1, Teradata v2r6
BI & DW Technologies: Informatica 7.1/8.1, IBM Datastage 7.5, BO DataIntegrator 11.5, Crystal Reports, Business Objects XI R2, OBIEE
Tools: InstallAnywhere 2008/09/10/11, Codecollaborator, Rational Rose, MPP, SOAPUI

PROFESSIONAL EXPERIENCE

Cigna, Austin, TX

Cigna Supplemental Benefits   **Mar'20 – present**
The government wing of Cigna called Cigna Supplemental Benefits leverages Salesforce to sell CSB insurance plans to its customers. Agents and Brokers utilize the platform to quote and sell the plans to employers and individuals. CSB instance integrates with ExpressApp, ExpressScripts, BrokerPortal, Cisco Finesse, Bold Chat and Oracle OMS

Responsibilities as **Architect / Administrator/Developer**:
- Classic to Lightning conversion.
- Merging of CSB Salesforce instance with Medicare Advantage(MA) Salesforce instance.
- Data migration using Jitterbit and Dataloader.
- Deployment using CI/CD tool Copado.
- Manage and mentor team of developers.
- Close interaction with Marketing, Telecom and Sales teams to gather and document requirements and UAT sessions.
- Work with Scrum Master and PM team for Program and Iteration planning, project estimation and resource allocation.
- Worked closely with the Enterprise Architecture team, implementation partners, 3rd party vendors and other technology teams to ensure appropriate infrastructure selection, maintenance, policies and procedures are in place to support the CRM application environment**.**
- As Administrator, maintained Salesforce orgs and aided deployments.

Environment**:** Salesforce Unlimited Edition, Lightning, Jitterbit, SFMC, Health Cloud, Copado, SoqlExplorer, Apex Data Loader

Tibco Software Inc., Palo Alto, CA

Tibco One   **Apr'16 – Mar'20**
Tibco Software Inc. needs to integrate its multiple Salesforce and Marketo instances which it got through acquisition of other companies. There was a need to consolidate and standardize different Salesforce instances for the ease of maintenance.

Responsibilities as **Business Analyst / Administrator/Developer**:
- Integration of Salesforce with other Salesforce instances within TIBCO.
- Implement Communities for the customers of TIBCO.
- Integration of Salesforce with Marketo, Apttus CPQ, Adobe ESign, Oracle OMS, Revitas CM, Sales Predict, Coveo, S4G Currency Converter.
- Data migration using Jitterbit and Dataloader.
- Close interaction with Marketing, Sales and Customer Support teams to gather and document requirements and UAT sessions.
- Assisted in project estimation and resource allocation.
- Worked closely with the Enterprise Architecture team, implementation partners, 3rd party vendors and other technology teams to ensure appropriate infrastructure selection, maintenance, policies and procedures are in place to support the CRM application environment**.**
- As Administrator, maintained Salesforce orgs and aided deployments.

Environment**:** Salesforce Unlimited Edition, Lightning, Marketo, Apttus CPQ, Revitas Contract Management, SFMC, Dupecatcher, Adobe ESign, Data.com, Sales Predict, Coveo, S4G Currency Converter, Jitterbit, Eclipse IDE, SoqlExplorer, Apex Data Loader

Genco Marketplace (A FedEx Company). Pittsburgh, PA

Sales and Marketing Automation   **Jun'15 – Mar'16**
GENCO Marketplace is America's largest wholesaler of retail returns. The company liquidates products worth billions annually to liquidators, discount retailers, eBay sellers, flea marketers, and other entrepreneurs. Genco's consumer goods include general merchandise, apparel, computers/electronics, office supplies and sporting goods etc. Salesforce and Marketo enable the Genco Marketing and Sales team to manage their Campaigns (emails, tradeshows), Orders and handle customer disputes.

Responsibilities as **Business Analyst / Administrator/Developer**:
- Integration of Salesforce with OMS system in Websphere Commerce to maintain Orders in Salesforce.
- Integration of Salesforce with Marketo for email campaigns, worked on the Lead Scoring model.
- Close interaction with Marketing, Sales and Customer Support teams to gather and document requirements.
- Assisted in project estimation and resource allocation.
- Worked closely with the Enterprise Architecture team, implementation partners, 3rd party vendors and other technology teams to ensure appropriate infrastructure selection, maintenance, policies and procedures are in place to support the CRM application environment**.**
- As Administrator, interacted with Salesforce regarding licensing and upgrading from Enterprise Edition to Unlimited Edition.

Environment**:** Salesforce Enterprise / Unlimited Edition, Lightning, Marketo, Cloudingo, Dupecatcher, Redhot News, Qualtrics, WebSphere Commerce, Eclipse IDE, SoqlExplorer, Apex Data Loader

Genentech, South SFO, CA

Case Management – M&E   **Sep'13 – Jun'15**
Case Management is used by Access Solutions to manage patient's cases, their medical history, insurance, claims and benefits. CM is also responsible for shipping the drugs directly to doctor's offices and receiving faxes from the practices. Manages patient access from enrollment to treatment on the salesforce platform.

Responsibilities as **BA / Sr. Salesforce Developer, Operations Lead**:
- Design, code, unit test, system test, debug, implement, and support Salesforce application.
- Designed & implemented APIs and web-based interfaces utilizing Apex code, Web Services.
- Followed best practices when architecting, programming or documenting solutions. This includes creating standards and documentation and leveraging processes to ensure all development staff follow the same.
- Assisted in resource allocation and planning through project planning.
- Worked closely with the Enterprise Architecture team, implementation partners, 3rd party vendors and other technology teams to ensure appropriate infrastructure selection, maintenance, policies and procedures are in place to support the CRM application environment**.**
- As Operations Lead, was responsible for production support and issue resolution within our code and with external vendors. Worked closely with MDM team to cleanse and maintain data within SF database.

Environment**:** Salesforce Unlimited Edition, Spring CM, Eclipse IDE, SoqlExplorer 2.0, Workbench 29.0, Apex Data Loader

BMC Software Inc. San Jose, CA

Atrium CMDB & SLM Installer   **Jan'12 – Sep'13**
These installers for the products Atrium-Core CMDB and SLM products are made for the customers of BMC. The installer is built in Java and Swings using InstallAnywhere 2010/2011 multiplatform software. I have worked on 7.6 and 7.7 Releases.

Responsibilities as **Sr. Product Developer:**
- Developed installer using Core Java, Java Multi-Threading, JDBC, AWT, Swing following the Java standards and BMC's installer framework.
- Managed, developed multiple releases of the same product simultaneously – Major, Minor, Patches and Hotfixes.
- Developed rich GUI front ends with Swing components and extending Swing components to provide additional functionality and rich user experience.
- Worked closely with technical writers and reviewed product manual and release notes at the end of each release.
- Worked on materials for user trainings and mentored other developers.
- Participated and facilitated discussions with QA team to triage and help resolve defects identified during testing for each release.
- Provided level 3 installation support at several major client installations.

Environment**:** Swings, Java 6, InstallAnywhere 2011, Eclipse, Maven, Perforce.

Genentech, South SFO, CA

SFA – Transplant   **Mar'10 – Dec'10**

SFA (Sales force Automation) needed to integrate a new Brand –Transplant from Roche (which was initially on Siebel) to SFDC. This project took care of the migration - the roles, profiles, accounts and page layouts for this new brand.

Responsibilities as **Lead Developer, Coordinator:**
- Architected and scoped the data migration from the existing Siebel system to Salesforce system
- Was responsible for the estimation model for the project including resource management.
- Planned the Data Conversion, Cleansing, Backup, Archival, and Purging and laid down the Acceptance criteria. Worked alongside MDM team to ensure data integrity.
- Facilitated the discussions between SFDC developers and Siebel team and worked on the Map and Gap Analysis for the migration.
- Developed Page Layouts for the new products for Transplant.
- Coordinated with the offshore teams for requirements, development and QA across three time zones – US, India and Poland.
- Completed the migration 15 days ahead of schedule enabling customers to work on the new products on the Salesforce platform.

Environment**:** Salesforce Unlimited Edition, Eclipse IDE, SoqlExplorer 2.0, Workbench 29.0, Apex Data Loader

SFA – M&E   **Jan'09 – Dec'11**

SFA (Sales force Automation) takes care of all the maintenance, bugs and enhancements related development at Genentech. This system helps Sales reps and FRMs and Speaker trainers to keep track of their tasks, interactions with their accounts and events. I have worked on the Reports and Dashboards for the FRMs and Reps.

Responsibilities as **Lead Developer, Coordinator:**
- Design, code, unit test, system test, debug, implement, and support Salesforce application.
- Designed & implemented APIs and web-based interfaces utilizing Apex code, Web Services.
- Followed best practices when architecting, programming or documenting solutions.   This includes creating standards and documentation and leveraging processes to ensure all development staff follow the same.
- Assisted in resource allocation and planning through project planning.
- Worked closely with the Enterprise Architecture team, implementation partners, 3rd party vendors and other technology teams to ensure appropriate infrastructure selection, maintenance, policies and procedures are in place to support the CRM application environment**.**
- Was responsible for production support and issue resolution within our code and with external vendors. Worked closely with MDM team to cleanse and maintain data within SF database.

Environment**:** Salesforce Unlimited Edition, Eclipse IDE, SoqlExplorer 2.0, Workbench 29.0, Apex Data Loader