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[Sumeet.narang1969@gmail.com](mailto:Sumeet.narang1969@gmail.com)

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# Ms. SUMEET NARANG

* SalesForce Integration Architecture Designer
* SalesForce Data Architecture andManagement Designer
* SalesForce Sharing and visibility Designer
* SalesForce Platform Developer Certified
* SalesForce Certified Administrator
* SalesForce Sales Cloud Consultant
* Sun Certified Java Programmer
* IBM WebSphere Portal Certified
* Oracle Certified
* IBM Certified SOA Architect
* IBM WebSphere Commerce 6 Admin Certified
* ITIL V3 Certified
* MQ Admin 7 Certified
* PMP Trained Professional
* IBM WebSphere Commerce 7 Admin Certified
* IBM WebSphere Commerce V7.0 Application Development Certified

#### Highlights

* Having 25 years of experience in IT industry and working as Sr. SalesForce Architect, Sr solution Architect and Marketing cloud Architect in Waste Management.
* Having 13 Years of experience in SalesForce.
* Having 6 years of experience in Marketing Cloud
* Having 5 years’ experience in Einstein Analytics, Service Cloud Einstein, Sales Cloud Einstein
* Having extensive experience in Einstein chatbot
* Having experience of SalesForce with Microsoft outlook using Einstein.
* Experienced in working across various implementations covering Sales Cloud, Service Cloud and Marketing Cloud.
* Experience in Einstein Voice, Bots, Predication builder and Einstein Intent Api
* Extensive experience on Heroku
* Extensive experience of Integration of SalesForce with legacy Systems
* Experience of SalesForce with Heroku using Heroku Connect
* Extensive experience in Community cloud (Partner Community, Customer Community)
* Hands on experience in Prebuilt templates and declarative configuration
* Working on creating a custom pdf print solution and implementation using heroku
* Worked as Lead Solution Architect, SalesForce Application Architect, Marketing Cloud Architect, Apttus Architect and Ecommerce Architect in Johnson Controls
* Worked as Lead Solution Architect, Salesforce Architect, CloudCraze Architect, Apttus architect, Ecommerce Architect, SOA Architect and WebSphere Portal Architect in Whirlpool Corporation.
* Working on Service cloud digital engagement like chatbot, live messaging, Best Actions, Voice, Anywhere, Work.com, Knowledge, myTrailhead and Concierge
* Working on integration of SalesForce with Call center
* Working on Enterprise Territory Management.
* Used Dynamic AMPscript content to create Dynamic Landing Pages.
* Worked as Lead Solution Architect and SalesForce Technical Architect in Dupont
* Responsible for overall solution design including all SFDC components and integration.
* Leading a global team throughout the design, development, launch, and support of Salesforce.
* Working with business and IT leaders to drive the development of refined business requirements
* Working with business team, getting requirement and working on Writing stories in Jira
* Working on Steelbrick CPQ
* Working on Einstein analytics
* **Armed with strong design/architecture level understanding of the Salesforce platform** honed from experience in architecting, designing, and developing Salesforce organizations hosting multiple applications catering to many divisions
* **Equipped with comprehensive knowledge on Salesforce licensing pattern** and building applications for Salesforce community license users using Visualforce to minimize license cost.
* Proficient in using Salesforce developer toolkit including **Apex Controllers and Triggers, Visualforce, Web Services,** **and APIs**.
* Adept at working extensively on **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows**, **Process Builder, and Approval Processes** for automated alerts, field updates, Sharing Rules, and Email generation etc.
* Efficient and knowledgeable in using basic Lightning components including, lightning pages, lists, layouts etc.
* Experienced in working around Salesforce Governor Limits, Apex code best practices including bulkifying code, code coverage, test methods etc.
* Skilled at implementing/incorporating App-Exchange products such as APPTUS, Conga, DocusSign etc.
* Successful in implementing over 10 Sales and Service and Marketing Cloud instances using both ‘out of the box’ and customized features.
* Technically inclined in using deployment tools like SFDX, Gearset, Eclipse, and Change sets. Used multiple 3rd party Salesforce IDEs including **Welkin Suite, Cloud 9 etc.**
* Empowered with 11 years of experience using versioning and Continuous Integration tools and code repositories including Bitbucket, Git, CVS, SVN, and Apache ANT.
* Well-versed in using **Informatica Cloud and DBAmp** to exchange data across Salesforce and other RDBMS.
* Strongly familiar with **Java, HTML, CSS, JSF, Ajax, JavaScript, JQuery, DoJo** and other Web Development Concepts. Hands on experience implementing SAML based SSO on web applications.
* Worked as Senior Web developer with over 10 years developing java based web applications. Strong knowledge on **Java, AngularJS, HTML, CSS, JSF, Ajax, JavaScript, DoJo** and other Web Development Concepts.
* Equipped with exceptional written and verbal communication skills, as well as in-depth understanding of Agile Project Development Methodology
* Extensive Experience in Canvas. Integrated .net and java application with SalesForce using Canvas.
* Extensive Experience in Partner Community and Customer Community.
* Integration of SalesForce with Heroku
* 5 Years of Experience in Apttus CLM and CPQ
* Extensive experience in Apttus Source to Pay.
* 15 years of experience as WebSphere Architect
* Extensive Experience in Sales Cloud, Marketing Cloud, Service Cloud
* Extensive Experience in Marketing Cloud’s journey management tool that enables marketers to create targeted, 1-to-1 journeys across channels and devices.
* Worked on Email Studio and Journey builder
* Worked on transactional email using Journey builder
* Extensive Experience in SalesForce Community
* Extensive Experience in Analytics Cloud and Einstein Discovery
* Extensive experience in Salesforce Lightning, Apttus
* Extensive experience of Apttus product suite, including Contract Management and Configure, Price, Quote capabilities and STP
* Extensive experience of Apttus configuration, including workflows, validation rules, and security controls
* Extensive experience in Mulesoft
* Experience in Technical Writing and Documentation
* Extensive Experience in Data model design concepts, Database logical design, Business process modeling
* Extensive experience in Oracle PL/SQL unit testing, Oracle SQL tuning
* Experience in Oracle development tools, Service Orientated Design and Architecture

#### Technical Skills

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| --- | --- |
| **Salesforce/ Marketing Cloud Platform:** | AMP Script, SSIS, SQL, Apex, Apex Triggers, Apex Web Services, Lightning, Lightning Components, Visualforce Pages and Controllers, SOQL, SOSL, Process builders, Flows, Data Loader, Reports and Dashboards |
| SFDC Tools | [Workbench](https://workbench.developerforce.com/), Salesforce DX, Force.com Data Loader, FileZilla(FTP), Lightning for Outlook |
| **Operating Systems:** | Window95/98, Windows NT, UNIX and Linux, VMWare, Citrix, IBM Bluemix |
| **Languages:** | Java, C, C++, Vb 6.0, Lotus Script, ABAP4, BAPI, Spring, Hibernate, Apex |
| **Technologies:** | JSP, Servlet, JDBC, HTML, ASP, XML, Lotus Scripts, Rational Rose, EJB 2.0, UML, MQ series, Apttus, MQSeries Administration, jsr168 and Jsr286, JSR170, Web 2.0, Portlet, SalesForce, Heroku, Pardot, Apttus CPQ, CLM, SRM, B2B Commerce |
| **Application Servers:** | Iplanet Application Server 6.5, IIS (5.0) and JRUN 3.0, Weblogic 8,9,10, WebSphere Application Server 5, 6,7 , WebSphere Portal 5.1, 5.0.0.2, 6,6.1, tomcat, apache, Websphere Enterprise Server Bus, WebSphere process server, WebSphere Commerce Server 7,8 WebSphere Portal server, Solr Search Engine, Heroku |
| **Tools:** | Dreamweaver, Jbuilder, Eclipse, XMLSPY, FileZila, Putty, Toad, WebSphere Studio 5, Portal toolkit, Rational application developer 6.1, WebSphere portlet factory, Visual Studio Code |
| **Databases:** | SQL Server 7.0, SQL Server 2000, Oracle 8i,Oracle 9I, DB2, Postgres |
| **Web Based Application:** | Html, Java Script, Dhtml, Flash 5, Lotus Domino R5,  Node JS,angular JS, java script |
| **Utilities:** | Ms-Office, Lotus 123, PageMaker 6.5, Corel draw 8, jenkin,Flowsum, Coppado |
| **Multimedia and Animation:** | Adobe Premier, Animator Pro, 3d Studio Animation, Elastic  Reality, Adobe PhotoShop 5, Adobe illustrator Gif Animator, Flash 5 |
| **Content Management System** | Jahia, IBM Web Content Management, Vignette, TeamSite |
| **Protocols** | REST API, SOAP API |

#### Education

MCA from Madurai Kamaraj University - 2004.

Diploma in Java and advance Java from SSI Ltd.

Diploma in Java from Optima International Ltd.

PGDCA (Postgraduate Diploma in Computer Applications) from I.I.C.T. Delhi.

Diploma in Oracle, Vb6 from SSI Ltd.

Diploma in Unix, C, C++ from SSI Ltd.

B.COM. (H) (Bachelors in Commerce) from Delhi University

**Achievements**:

* Participate in providing solution to customers and estimation and costing of the project. Participating in proposals of the projects.
* Won a 5 million dollar project from US fortune 500 company for creation of their online shopping website.

**Awards:**

Get Awards from Accenture as best SOA Architect in one of the Accenture’s workshop conducted in Delhi.

Get the Training of IBM Tivoli Federated Manager 6.1.1 from IBM US

Get the training of IBM WebSphere Commerce Server 7 Admin and Development from IBM.

**Experience Summary**

**Discount Tire**

**Position: Sr. Salesforce Solution Architect and Marketing Cloud Architect**

**Duration: Jul 2021 – Working**

* Working as Salesforce Application and Solution Architect and responsible for overall solution design including all Salesforce components and integration.
* Working as Marketing Cloud Architect
* Leading the development team, QA and admin and responsible for managing projects deliverables
* Integrated Sale Cloud application with Sap System using mulesoft
* Create Community portal for B2B customer of discounttire
* Migrated Service Cloud application from classic to Lightning
* Understand SFMC Subscriber Schema and Audience Builder, data mapping, and systems integration into marketing automation and service tools.
* Provided technical information and guidance to support SAP (Sender Authentication Package) and for getting sending domains authenticated, IP address and DKIM
* Provided architectural guidance on data loads, data retention as well as for integrations with Marketing Cloud as well as Sales Cloud and other environments.
* Worked in Automation Studio, Journey Builder, Content Builder, Analytics Builder, Contact Builder and reviewed the work of Development and data migration teams - including but not limited to journeys, templates, data model, reports, etc.
* Prepared high-level estimates and project plan for implementation of the Marking Cloud projects
* Developed SAAS modeled analytics platform using, tableau and snowflake for non dataroma clients.
* Prepared and provided BRD for tracking data extracts to be exported from Marketing Cloud to SFTP folder for loading into external legacy database systems.
* Reviewed Email Proofs of various Brands for correctness, design and various campaigns.
* Reviewed Automations of Email Sends and Filter Activities in Marketing Cloud.
* Reviewed RMM settings for a BU for custom RMM for each brand using Sender Profiles, Triggered Sends, RMM content emails.
* Custom handling of unsubscribe and RMM settings for various Business units.
* Regularly met with key stakeholders from the business and marketing teams and discussed progress as well as impediments and requirements grooming/clarifications, as well as refinements.
* Support product and engineering in designing the webform submission models and campaign workflows.
* Worked with web engineering team to enhance the webform framework compatible with multiple CMS.
* Developed several rigid custom preference center templates for multiple CRMs integrated with SFMC.
* Developed AMP emails for appointment scheduling increasing the ROI per lead tremendously.
* Developed secure file transfer architecture to AWS s3 for FLE clients.
* Leading a global team throughout the design, development, and support of Salesforce; with business and IT leaders to drive the development of refined business requirements.
* Providing technical knowledge and business support to the development team.
* Set up Service cloud features such as digital messaging and chat; setup chatbot using Omnichannel.
* Set up CICD deployment process using Ant and Autorabit and set up different environments such as Prod, UAT, QA and dev orgs.
* Integrate tableau CRM with SalesForce
* Creating Report in Tableau and integrated with SalesForce
* Working on Einstein Analytics, Service Cloud Einstein and Sales Cloud Einstein
* Working in Einstein chatbot
* Integrating SalesForce with Microsoft outlook using Einstein.
* Working on OMS Notification project using marking cloud
* Integrated Mulesoft with Marketing Cloud
* Generated Dynamic Email Notification
* Created shared Email templates and used in 6 Business units
* Worked on data extension
* Created Journeys with dynamic email templates

**Environment**: Salesforce Sales Cloud, Salesforce Marketing Cloud, SFMC Multi-Org Connector, Marketing Cloud Connector, Marketing Cloud Connected App, Email Studio, Contact Builder, Automation Studio, Data Extensions, SQL, Filters, Jira, G-Suite, Dataroma, Tableau, , AMP emails, Journey Builder

**Waste Management**

**Position: Sr. Salesforce Solution Architect**

**Duration: Feb 2021 – Jul 2021**

* As a Salesforce Application and Solution Architect responsible for overall solution design including all Salesforce components and integration.
* Working as Marketing Cloud Architect
* Leading a global team throughout the design, development, and support of Salesforce; with business and IT leaders to drive the development of refined business requirements.
* Working on SalesForce CPQ project
* Build CPQ Solution using SalesForce CPQ
* Provided technical knowledge and business support to the development team.
* Integrated SalesForce with third party system Acorn for order management
* Integrated SalesForce with third party Pricing system – PROS to get the price
* Integrated SalesForce with call center using Genesis.
* Integrated of SalesForce Service Cloud with SalesForce CPQ
* Set up Service cloud features such as digital messaging and chat; setup chatbot using Omnichannel.
* Set up CICD deployment process using Ant and Autorabit and set up different environments such as Prod, UAT, QA and dev orgs.
* Setup CPQ store with all products, product features, product options, product attributes.
* Decommission of Apttus CPQ
* Setup security model for SalesForce CPQ application for different business users.
* Integrate tableau CRM with SalesForce
* Creating Report in Tableau and integrated with SalesForce
* Working on Einstein Analytics, Service Cloud Einstein and Sales Cloud Einstein
* Working in Einstein chatbot
* Integrating SalesForce with Microsoft outlook using Einstein.
* Understand SFMC Subscriber Schema and Audience Builder, data mapping, and systems integration into marketing automation and service tools.
* Spearhead the solution and implementation of integrating Salesforce with other internal ticketing and reporting systems and applications.
* Provided technical information and guidance to support SAP (Sender Authentication Package) and for getting sending domains authenticated, IP address and DKIM
* Provided architectural guidance on data loads, data retention as well as for integrations with Marketing Cloud as well as Sales Cloud and other environments.
* Worked in Automation Studio, Journey Builder, Content Builder, Analytics Builder, Contact Builder and reviewed the work of Development and data migration teams - including but not limited to journeys, templates, data model, reports, etc.
* Prepared high-level estimates and project plan for implementation of the project.
* Developed SAAS modeled analytics platform using, tableau and snowflake for non dataroma clients.
* Prepared and provided BRD for tracking data extracts to be exported from Marketing Cloud to SFTP folder for loading into external legacy database systems.
* Reviewed Email Proofs of various Brands for correctness, design and various campaigns.
* Reviewed Automations of Email Sends and Filter Activities in Marketing Cloud.
* Reviewed RMM settings for a BU for custom RMM for each brand using Sender Profiles, Triggered Sends, RMM content emails.
* Custom handling of unsubscribe and RMM settings for various Business units.
* Regularly met with key stakeholders from the business and marketing teams and discussed progress as well as impediments and requirements grooming/clarifications, as well as refinements.
* Support product and engineering in designing the webform submission models and campaign workflows.
* Worked with web engineering team to enhance the webform framework compatible with multiple CMS.
* Developed several rigid custom preference center templates for multiple CRMs integrated with SFMC.
* Developed AMP emails for appointment scheduling increasing the ROI per lead tremendously.
* Developed secure file transfer architecture to AWS s3 for FLE clients.

**Environment**: Salesforce Sales Cloud, Salesforce Marketing Cloud, SFMC Multi-Org Connector, Marketing Cloud Connector, Marketing Cloud Connected App, Email Studio, Contact Builder, Automation Studio, Data Extensions, SQL, Filters, Jira, G-Suite, Dataroma, Tableau, , AMP emails, Journey Builder, Salesforce CPQ

**WestCoast University (Jan 2020- Jan 2021) -** Salesforce Architect

* Worked as Salesforce Application Architect and Marketing Cloud Architect for West Coast University
* Responsible for overall solution design including all SFDC components and integration.
* Leading a global team throughout the design, development, launch, and support of Salesforce; with business and IT leaders to drive the development of refined business requirements.
* Migrated Salesforce CRM application from Dynamic CRM to Salesforce CRM
* Provided technical knowledge and business support to the development team.
* Data migration from SQL server to SalesForce and SalesForce to SQ server using SSIS.
* Worked on lead management
* Integrated SalesForce CRM with marketing cloud
* Configured Dataroma with Salesforce CRM
* Worked on Integration of SalesForce with Call center
* Setup Genesys pure connect application and integrated with SalesForce
* Setup Service cloud features like digital messaging and chat
* Setup chatbot using omnichannels
* Setup CICD deployment process using Microsoft Azure
* Setup different environment like Prod, UAT, QA and dev orgs
* Worked on Einstein Analytics, Service Cloud Einstein and Sales Cloud Einstein
* Worked in Einstein chatbot
* Integrated SalesForce with Microsoft outlook using Einstein.
* Created report using Einstein analytics and BI tool and integrated with SalesForce
* Execute on delivering a CRM that empowers Admissions team employees to sell, Market, service, and effectively manage their student and client base.
* Spearhead the solution and implementation of integrating Salesforce with other internal ticketing and reporting systems and applications.
* Analyze the business processes and implemented the development activities using Agile – Development model to drive maximum productivity and engagement.
* Collaborate with different departments to streamline and optimize business processes.
* Perform business process and data model assessment of the current and for future states of the platform.
* Identify and optimize the true drivers of adoption, productivity, employee, and client engagement, and other metrics.
* Prescribe the right cloud solution strategies and how to best leverage Marketing cloud products and solutions (out-of-the-box) to meet business goals and objectives.
* Responsible for Managing 6 business units and providing day to day support for marketing cloud and sales cloud.
* Worked on HTML, CSS, Amp Script to update HTML based emails and landing pages.
* Collaborating with cross-functional teams - Marketing, Sales, Content, Admissions, Publishing, Finance, and Online.
* Enabling dynamic content management and personalization using AmpScript.
* Use Ampscript language to create various email campaigns; create automated marketing campaigns
* Lightning Components Designed and Developed for Customized G-Analytics applications and dashboards.
* Perform Release and Environment Management activities including sandbox usage planning, metadata and data migration, environment comparisons, change sets and version control(SFDX).

**Blue Cross Blue Shield( Nov 2018- Dec 2019) -** Sr. Salesforce Architect

* Worked as Salesforce Application Architect, Apttus Architect and Ecommerce Architect for Pier project
* Responsible for overall solution design including all SFDC components and integration.
* Leading a global team throughout the design, development, launch, and support of Salesforce; with business and IT leaders to drive the development of refined business requirements.
* Working as SalesForce Application Architect and Apttus Architect for Pier project in blue cross blue shield.
* Conducting analyses against Product-master and reference data
* Conducting analysis against business processes between Workday and Salesforce to determine data dependencies and segregate attributes that are not consumed.
* Working on Service Cloud features like Chat bot, live messaging, Best Actions, Voice, Anywhere, Work.com, Knowledge, myTrailhead and Concierge
* Worked on Apttus CLM project
* Created template using Apttus CLM
* Agreement and templates migrated from old CLM system to SalesForce
* Worked on Community Cloud
* Worked on Prebuilt templates and declarative configuration
* Worked on field service lightning.
* Setup field service lightning for agents, field service technicians.
* Working on SalesForce integration with call center.
* Migration of SalesForce from Dynamic CRM to SalesForce
* Integration of SalesForce with Microsoft outlook
* Worked on Einstein Analytic and Tableau reports
* Worked on Herkou and SalesForce integration
* Worked on creating a custom pdf print solution and implementation using heroku
* Creating dashboards and reports to continually monitor key business metrics based on the latest data.
* Integrated Einstein Analytic with SQL Server, Salesforce CRM and other third-party applications
* Worked on Salesforce integration with Docusign CLM
* Analyzed MDM data to determine that how Product data should be mastered / governed, identify process inefficiencies, hierarchy management inefficiencies.
* Worked with MDM team to provide process re-engineering recommendations
* Build AI-powered apps from scratch and also with prebuilt templates.
* Worked on creating B2B Store using B2B Commerce
* Upgrade of B2B commerce from 4.9 to 4.11
* Integration of B2B Commerce to third party applications
* Worked on development and administration of B2B Commerce
* Automatically created and assigned qualified new leads in Salesforce using Pardot
* Making tracked prospect activities visible to the sales team
* Segment their marketing database using Salesforce information
* Worked on creating B2B Commerce store using Cloudcraze
* Loading Catalog data from mainframe to Saleforce using Heroku
* Created B2B Commerce Storefront, load products, product images and Categories into Salesforce
* Worked on moving the SaleForce Data from old Legacy system to Salesforce; data cleansing; on Apttus CLM; migration of Salesforce Service Cloud application Salesforce Lightning; Integration of Salesforce with Third party system using Soap Services.
* Worked on Solution design for DownMarket Project; end to end implementation of Apttus Contract Management Application
* Integration of Apttus Contract Management with Docusign
* Migrate Apttus Contract Management application from classic to Lightning
* Migrated Service Cloud application from classic to Lightning.
* Worked on Lightning Web Components; Template creation using x-author; Apttus CLM Approval process.
* Worked on apex classes, triggers, workflow rules, validation rules, process builder and test classes
* Faced the challenging experiences in dealing with multiple tasks and meeting the deadlines.
* Analyzing the code and making respective modification.
* Worked on the knowledge article management.
* Worked on email to case. Refreshed the sandbox
* Used ANT tool to migrate from Dev to QA.
* Coordinated with the offshore team to improve the overall process of resolving issues.

**Lincoln Financial (Rolling Meadows, IL)(Dec2017 – May 2018) - Salesforce Architect**

* Responsible for overall solution design including all SFDC components, integration and reporting.
* Lead a global team throughout the design, development, launch, and support of Salesforce.
* Work with business and IT leaders to drive the development of refined business requirements
* Providing creative ideas to help meet the business requirements and reducing the number of customizations and increasing automation.
* Responsible for building Community portal
* Worked on Einstein Analytic and Tableau reports
* Working on Herkou and SalesForce integration
* Working on creating a custom pdf print solution and implementation using heroku
* Created dashboards and reports to continually monitor key business metrics based on the latest data.
* Worked on Enterprise Territory Management.
* Set up a territory hierarchy, account assignments, user assignments, and territory forecasts
* Build the sales hierarchy, define assignment rules for territories, add users and forecast managers to territories, and run rules to see the resulting account assignments.
* Assigned accounts to territories by creating rules that assign them automatically or adding them manually.
* Configuring rules to apply to both parent territories and their child territories.
* Created Manual assignments as needed.
* Worked on integration of Salesforce with SAP using MuleSoft
* Moving Salesforce contacts, accounts, opportunities or users from one org to another with Mulesoft Anypoint Templates for migration.
* Worked on Master Data Management
* Automatically update data in Salesforce when a change is made or new information is added in ERP or CRM applications, databases or other Salesforce instances with Anypoint Templates
* Collecting data from multiple Salesforce orgs, CRM and ERP systems, and databases and move them to Salesforce or use that information to generate reports using Anypoint Templates.
* Worked on Canvas.
* Developed application using node.js and deployed on heroku
* Performing Healthcheck for Lincoln Salesforce Org
* Worked on Apttus CPQ, CLM.
* Created B2B store using B2B commerce.
* Upgrading of B2B commerce from 4.9 to 4.10
* Installed Apttus CPQ and customize CPQ application.
* Worked on all features of Apttus CPQ like Product Management, Price management and catalog; cloudcraze; Heroku and Salesforce Integration; Salesforce and MuleSoft Integration; Salesforce Lightning; Migration of Salesforce App from classic to lightning
* Building custom Lightning Component
* Worked on Marketing Cloud, Sales Cloud and Service Cloud; Contact Center; Service Cloud; Cloudsense; integration of Salesforce with MDM; Salesforce Data Model; Customer Community and Partner Community.
* Creating community Portal using customer community
* Worked on Salesforce Development including apex classes, triggers, SOQL, SOSL; UI Development like creating VisualForce page.
* Worked integration of Salesforce with other application of Lincoln
* Implementing Single Sign on with Salesforce and other application of Lincoln
* Integration of Salesforce with WorkDay; Salesforce with Workato
* Worked on Analytics Cloud; Einstein Discovery
* Reviewing Salesforce Apex Classes, Triggers, WorkFlow
* Implemented best practices related to Salesforce Code
* Integrated Salesforce with SAP and other ERP Systems; Salesforce with Heroku; Salesforce with .net, java and Microsoft Azure application
* Single Sign on Salesforce with all other applications of Lincoln
* Worked on Commerce cloud.
* Build B2C store using commerce cloud.
* Worked on service cloud and marketing cloud; Field Service Lightning; Dashboards and Reports; Apttus CPQ and SRM.
* Worked on Cloudcraze administration and development; development of B2C store using Cloudcraze; Catalogue configuration, Storefront Configuration and Product Configuration
* Worked on Cart and Wishlist configuration in cloudcraze
* Worked on implementing Constraint Rules, Price matrix and Price rule set in Cloudcraze
* Worked on Promotions and Localization in cloudcraze
* Worked on Lightning. Creating lightning components. Using lightning templates and customizing the look and feel of lightning page.
* Gathered functional requirements, conduct analysis, and establish metrics for success
* Worked on defining the business requirements, written user stories, and provided detailed Apttus system and functional designs
* Integrated Salesforce with Tableau
* Creating reports and Dashboard using Tableau Desktop
* Using MuleSoft connected Salesforce with finance applications like SAP
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Create build and execute campaigns.
* Upgraded from Exact target 1.0 to Salesforce Marketing 2.0.
* Setup and Implemented Salesforce marketing cloud 2.0 org.
* Worked on Content builder to creating content templates.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Configure Salesforce and marketing cloud integration user along with configuration in Salesforce.
* Support the Email Marketing Manager in the development of new business requirements.
* Created custom Landing pages and Approval pages.
* Worked on Automation studios and also created related Activities.
* Worked on tracking to track the email clicks; AMP scripts while creating the Email templates; Lead creating process in Salesforce from landing pages.
* Participated in daily scrum meeting with vendor, marketing and internal staff.
* Created Account, Data Extensions, Users, Roles under Administration Settings.
* Research new and innovative technology and techniques to improve the automation of marketing process.
* Worked on Unit testing for the customizations and developments done during the project.
* Provide support setup, training and execution of marketing process.

**BlueWolf(Phoenix, Arizona)- Salesforce Technical Architect**

* Worked on Apttus CLM and CPQ
* Responsible for overall solution design including all SFDC components, integration and reporting.
* Worked on integration of Salesforce with SAP using MuleSoft
* Moving Salesforce contacts, accounts, opportunities or users from one org to another with Mulesoft Anypoint Templates for migration.
* Worked on Master Data Management
* Automatically update data in Salesforce when a change is made or new information is added in ERP or CRM applications, databases or other Salesforce instances with Anypoint Templates
* Collecting data from multiple Salesforce orgs, CRM and ERP systems, and databases and move them to Salesforce or use that information to generate reports using Anypoint Templates.
* Performed Healthcheck for Honeywell Salesforce Org
* Reviewed Salesforce Apex Classes, Triggers, WorkFlows
* Created Best Practice Document and documented all the issues and problems exists in Salesforce Org.
* Implemented best practices related to Salesforce Code
* Worked on Dashboards and Reports
* Gathered functional requirements, conduct analysis, and establish metrics for success
* Worked on defining the business requirements, written user stories, and provided detailed system and functional designs
* Worked on Salesforce and MuleSoft Integration
* Using MuleSoft Salesforce is connected with SAP and finance applications like NetSuite

**Abbvie(LakeForest IL)(March 2017- Dec 2017) - Salesforce Technical Architect**

* Worked on Apttus CPQ, CLM and SRM Module; Commerce Cloud.
* Created B2B Store using B2B Commerce
* Worked on Marketing cloud and Community
* Integrate commerce cloud with Salesforce with Salesforce community
* Worked on creation of portal for Supplier using Apttus SRM module
* Created Portal for Suppliers using Apttus SRM
* Installed CPQ and build all modules in CPQ
* Integrated Docsign with Apttus.
* Worked on Salesforce Lightning; Field Lightning Service; Service Cloud; Enterprise Territory Management.
* Set up a territory hierarchy, account assignments, user assignments, and territory forecasts
* Build the sales hierarchy, define assignment rules for territories, add users and forecast managers to territories, and run rules to see the resulting account assignments.
* Assigned accounts to territories by creating rules that assign them automatically or adding them manually.
* Configuring rules to apply to both parent territories and their child territories.
* Created Manual assignments as needed.
* Worked on development of B2C store using Cloudcraze; Catalogue configuration
* Created Workflow, approval process and process builder in Salesforce
* Involved in Design, administration and development of Supplier portal using Apttus SRM and CPQ; Salesforce
* Created DSS collaboration portal for Tesla users using Sales Cloud
* Worked on Healthcheck and code review of existing Salesforce Org; programming logic and constructs, in Apttus and Salesforce; Apex Classes, Apex triggers, Visualforce and SOQL; Dashboards and custom Report in Salesforce
* Responsible for overall solution design including all SFDC components, integration and reporting.
* Providing architecture options and recommendations - including configuration vs. customization of Salesforce CRM, Salesforce Community.
* Performed gap analysis between SFDC capabilities and client requirements
* Wrote comprehensive design specifications (functional specifications and solution/technical design document)
* Worked with IT and Product teams to identify and define the business needs and the solution to fulfill the requirements
* Gathering functional requirements, conduct analysis, and establish metrics for success
* Worked on defining the business requirements, writing user stories, and providing detailed Apttus system and functional designs
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Work with Asset Management marketing team, internal staff and production team to plan and execute development cycle.
* Create build and execute campaigns.
* Upgraded from Exact target 1.0 to Salesforce Marketing 2.0.
* Setup and Implemented Salesforce marketing cloud 2.0 org.
* Worked on Content builder to creating content templates.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Configure Salesforce and marketing cloud integration user along with configuration in Salesforce.
* Support the Email Marketing Manager in the development of new business requirements.
* Created custom Landing pages and Approval pages.
* Worked on Automation studios and also created related Activities; tracking to track the email clicks; AMP scripts while creating the Email templates; Lead creating process in Salesforce from landing pages.
* Participated in daily scrum meeting with vendor, marketing and internal staff.
* Created Account, Data Extensions, Users, Roles under Administration Settings.
* Research new and innovative technology and techniques to improve the automation of marketing process.
* Worked on Unit testing for the customizations and developments done during the project.
* Provide support setup, training and execution of marketing process.

**Johnson Controls (Milwaukee, Wi) (Oct 2015- March 2017) - Salesforce Technical Architect**

* Worked as lead Solution Architect, CloudCraze Architect, Salesforce Technical Architect, Ecommerce Architect
* Worked on Salesforce Sales Cloud; Salesforce Lightning.
* Integrated SaleForce with SAP.
* Worked on Apttus CLM and CPQ
* Build B2C store with Commerce cloud
* Integration of Salesforce with ERP System using MuleSoft
* Worked on SOA solution design and development
* Worked on High Level design documents, Solution Architecture Documents, Application system Diagrams
* Worked on CloudCraze Administration and Development
* Involved in Solution design for Salesforce project
* Involved in delivery of custom development, integrations, and data migration elements of CRM Salesforce implementations
* Develop custom solutions and interfaces leveraging the CRM/Salesforce platform
* Worked on digital and mobile technology and architecture; real-time integration, straight-though processing, BPM-based process integration; channel applications, CRM, multi-channel origination and servicing apps
* Worked on Angular Js and Salesforce Partner Community; Sales Cloud.
* Integrated Salesforce with Heroku
* Worked on Salesforce Single Sign with Siteminder; Salesforce Community.
* Providing architecture options and recommendations - including configuration vs. customization of Salesforce CRM and Salesforce Community.
* Provided best practices and approaches to technical teams and business.
* Resolved enterprise issues related to IT architecture
* Worked with infrastructure teams to develop solutions
* Leading development teams to deliver full lifecycle SFDC implementations from inception to roll-out, including code reviews
* Performed gap analysis between SFDC capabilities and client requirements
* Wrote comprehensive design specifications (functional specifications and solution/technical design document)
* Designed migration strategies with technical teams
* Worked in integration of Salesforce portal with Ecommerce(cloudcraze)
* Worked on Maintaining the Large Enterprise solutions within a high volume, high availability environment
* Work with business analysts, enterprise architects and development teams to implement, evolve, and maintain/support business solution.
* Worked integration of SaleForce with Sitemnder, Active Directory and ADLDS; Salesforce and CPQ application; IBM Tivoli/Security Directory Server v6.x
* Worked as Integration Architect. Worked on Integration of Salesforce and Heroku. Worked as Salesforce Technical Architect.
* Worked on Solution Design and Architect on Salesforce.com Platform which includes; Sales Cloud, Chatter, & Force.com Platform (Visualforce & Apex); Mobile Apps; Data Migration
* Developed Proof-of-Concepts & presenting Point-Of-Views based on client’s requirements
* Worked on Heroku and Postgres Database. Involved in data deployment architecture and data orchestration.
* Worked on Salesforce Object Model and Worked on Various Database client like Pgadmin, Navicat, Datagrip.
* Used Github for Deploying application on Heroku.
* Worked with Business for requirement and provided solution for large data volume. Involved in migration of data from one org to another orgs. Handled large amount of data.
* Worked on API development and integration with other systems. Build Portal with Salesforce for business partners. Implemented Single sign on with Siteminder and Salesforce.
* Design Solution of Salesforce Portal. Worked on Cloudcraze and Salesforce.
* Created Engineering Portal on Salesforce.
* Worked on API design and integrated Salesforce with Other Systems like Microsoft Azure.
* Build Canvas and integrated java and .net application with Salesforce. B2C and B2B Integration through Salesforce
* Worked on designing of UI look and feel in Salesforce

**Aurora Health (Milwaukee, W)(Apr 2014- Oct 2015) -** **Solution Architect**

* Worked as WebSphere Architect and Portal Architect, Enterprise Architect, Commerce Architect, Data Architect and Middleware Architect.
* Worked on Apttus CPQ; Salesforce Customer community; Mainframe, Cobol and Focus; migration from Mainframe to Java
* Worked on Salesforce and Heroku Integration. Worked on Heroku and Postgres Database. Involved in data deployment architecture and data orchestration. Worked on Salesforce Object Model and Worked on Various Database client like Pgadmin.
* Used Github for Deploying application on Heroku. Worked with Business for requirement and providing solution for large data volume.
* Worked on API development and integration with other systems. Build Portal with Salesforce for business partners. Implemented Single sign on with Siteminder and Salesforce.
* Worked on Jahia. Integrate Websphere commerce with jahia.
* Designed and delivered the data integration & migration solution. Worked on B2B and B2C store using WebSphere Commerce
* Worked on Tivoli Federated Identity Manager and configuring Identity and Service federations with the version 9. Involved in Single Sign on of Portal and other application with Tivoli Federated Identity Manager.
* Handled WebSphere Administration, sametime and connection; MQ and Message Broker administration and development
* Worked on WebSphere Commerce, Peoplesoft, Oracle, IIS Server, Tuxedo, GSA technology. Worked on SOA Platform.
* Created WebSphere Portal and WebSphere Commerce production, UAT and Dev Environment.
* Worked on Salesforce portal and integrated Salesforce portal with Cloudcraze.
* Single Sign of Portal using Siteminder and Microsoft Azure.

**Whirlpool Corporation (Benton Harbor, MI) (Jul2013- Apr2014) -**

* Worked as Salesforce Architect and Lead Solution Architect in whirlpool.
* Worked on Service cloud and SalesForce CRM. Integrated SalesFroce with WebSphere Commerce.
* Worked as Platform architect and Technical Architect for all commerce website of Whirlpool Asia, Whirlpool Canada, Whirlpool Euorpe.
* Worked on Portal and Web Content management using Jahia. Integrated WebSphere commerce with Jahia.
* Created Website of KitchanaidIndia.com, Mobil app of Maytag.com, gladiator.com in WebSphere Commerce. Supported Kitchaid.com, Whirlpool.com, Maytag.com, Glaadiator.com, whirlpool.com website and involved in enhancement of these websites. Making Mobil app of Whirlpool.
* Created website of Philippines, Korea, Singapore, Malyasia.
* Configured Sterling Commerce with WebSphere Commerce.

**Tracfone (Tracfone, FL)(Apr 2013- Jul 2013)**

* Worked for Tracfone as SalesForce Architect and Commerce Architect.
* Worked with Enterprise Architect of Tracfone to create Solution Design document. Worked on B2B and B2C website.
* Worked as SaleForce Architect.
* Worked on SalesCloud.
* Integrated Webshere commerce with Jahia

**Ascendant Technology(Milwaukee WI) (Oct 2012-Apr13)**

* Worked as SalesForce Architect, WebSphere Commerce and Infrastructure Architect in Ascendant Technology.
* Worked in Harley Davidson project as WebSphere Commerce Architect and SalesForce Architect
* Working as WebSphere Commerce Architect and Infrastructure Architect in American Girl.

**Computer Science Corporation(Jan 2011 - Sep2012)**

Technology Architect

* Worked as SalesForce Architect, Websphere Commerce, Infrastructure Architect, Portal, Tivoli and TeamSite Architect in CSC. Worked as Technical Architect for Kroger and Campbell Soup company

**IBM (Jan 2009 - Jan 2011)**

Technology Manager

* Worked as Solution Architect and Technology Manager in IBM. Involved in designing of architect of multiple SOA Projects. Managing 8 accounts like Hartford, TD Bank, IGA, Air Canada, Horizon BCBS, BCBS of Mass

**Sapient (London, UK) Apr 2007-Nov 2008**

Senior Solution Architect, SalesForce Architect and Technology Manager in Sapient.

* Involved in designing of architecture of News International project, Nasco project, BSkype project, BUPA and BT Health Project.
* Involved in effort estimation, costing of project, designing of physical and logical architecture of project.
* Involved in creation of infrastructure of project and involved with sales team as Solution Architect.
* Worked on Portal and Web Content management using Jahia.
* Supporting middleware technologies like IBM WebSphere, MQ Series, WebSphere ESB, WebSphere portal, IBM Everyplace, IBM DB2, IBM Http server, apache server. Working in content management system like Jahia, IBM Web content Management, Vignette

**Birlasoft, Sydney, Australia Nov 2006-Apr 2007**

Senior Solution Architect, SOA Architect and Technology Manager in Birlasoft.

* Involved in designing of architecture of Monster Portal, StreamSolution Portal, Ajadpur mandi portal, UP krishi mandi portal. Worked as a head of center of excellence of IBM technologies.
* Involved in effort estimation, costing of project, designing of architect of project. Involved in every phase of project.

**E.I Dupont India Pvt. Ltd. Wilmington, DE May 2006-Nov 2006**

* Interaction with team of CSC (USA), Accenture(USA), Sun(USA) and giving 24\*7 support for maintaining all infrastructure operations. Worked as Delivery manager and Technical Architect.

**Fidelity International, (London, UK) Sep 2005-May 2006**

Technical Specialist in fidelity UK.

* Development of Fidelity Intranet portal using vignette, jetspeed, WebSphere application server and Autonomy. Development of Fidelity’s Accushare web site of fidelity using JSP, structs, servlet, webservices and IBM WebSphere application server. Maintenance of www.fidelity.co.in

**IBM Global Services, (Atlanta, GA) Apr 2004-Sep 2005**

IBM Research LAB as Project Lead

* Development of web based component for Development Bank of Singapore using Jsp, Servlet, EJB2.0
* Development of portal for Worldspan (Travel Co. of USA) using WebSphere portal, IBM WWCM

**NIIT Technology (India) (Jan 2004 – Apr 2004)**

* Worked in British Airways as Sr. Consultant. Worked in Java, ESB project.

**Technip)(India) (May 2001 – Jan 2004)**

* Worked as Sr. Software Engineer. Worked for Internet and Intranet Project.

**NextBrick Solution (Jan 1996-May 2001)**

* Worked as Sr. software Engineer. Worked in java, J2ee project. Worked on .net and Asp Project also.