**Sathesh Rajaram**

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US Citizen

# SUMMARY

1. Eight years of experience in Leading Salesforce / Vlocity Design, Salesforce Architecture, Design,Development and Support.
2. Experienced Salesforce Technical Architect
3. Total of 20 years of IT Experience (Vlocity, Salesforce, Siebel and SAP)
4. Hands on with Apex Language, Apex Trigger, Batch Apex,Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visual Force (Page, Component & Controllers) , Demandware (Salesforce Commerce cloud) and integration techniques
5. Mentored Best practices for new software development initiatives and meeting Governance Limits.
6. Mentored AppDev teams in adopting Agile methodology / Scrum meetings.
7. Managed the Development quarterly reporting and tracking and delivering IT Business Partners Presentation.
8. Have 4 years of Big 5 Consulting experience.
9. Have Diverse experience in developing and implementing information technology Application solutions for a wide range of client
10. Excellent interpersonal and analytical skills with strong ability to communicate effectively.

**Qualifications & Accreditation:**

1. **Salesforce Certified Platform Developer (Certification # 4575024**)
2. Salesforce Certified App Developer (Certification # 4843906)
3. Salesforce Certified Administrator (Certification # 5066320)
4. **Certified Vlocity Platform Developer**
5. Certified Heroku Architect
6. Certified Salesforce Service Cloud
7. Good knowledge in Microsoft Dynamics AX / Microsoft Dynamics CRM
8. Experienced in Siebel & SAP CRM/SD/MM ABAP Module

## **Skill Set**

|  |  |
| --- | --- |
| SalesForce.com | Vlocity, SalesForce.com (Sales, Service and Marketing cloud), commerce cloudApex Controllers, Apex Triggers, SOQL, Visual Force Pages / Components, Workflow & Approvals and other Declaratives, Aura Framework, Lightning Components, SOAP and RESTful |
| Marketing Cloud | Email studio module, Journey builder, Automations, Contact builder, Marketing cloud Connector |
| Additional CRM | Siebel and SAP ERP and Microsoft AX/ Dynamics CRM |
| DBMS | MS SQL, Oracle, DB2 |
| Languages | Apex, Java, JavaScript,SQL, T-SQL, HTML, VBScript 6.0, Siebel eScript,. ASP.Net, C#, CSS, AJAX |
| Environment/Migration tools | ANT, SFDX |
| Data Modeling | Visio, LucidCharts |
| Tools | CPQ, Informatica 9.1 Powercenter, Product Configurator, MuleSoft, Jitterbit |
| Operating Systems | Windows Server 2008, 2005, Windows XP, Vista, 7.  |
| Team Collaboration  | SharePoint , Teams |
| Implementation Methodology | Agile, MS SureStep |

**PROFESSIONAL EXPERIENCE (Starting from Present)**

**Independent Contractor**

**Role : Senior Saleforce Vlocity Architect**

* Working closely with the client and business stake holders
* Design and Development of Salesforce Vlocity Application
* Hands on the Vlocity Omniscripts, DataRaptors and Vlocity Integration Procedures
* Support the production environment repository migration through CI/CD hosted on Google Cloud Platform (GCP)

**Deloitte Consluting**

**09/2019 to 10/2021**

**Role: Specialist Master / Vlocity Platform Architect**

* Working closely with the client to get the requirements/translate into Vlocity Tech doc
* Design technical architecture solutions in Vlocity / Salesforce
* Develop/Build solutions hands-on in Vlocity (Developing FlexCards, Integration Procedure, Omniscripts, DataRaptors) in both Vlocity Insurance
* Repository Management
* Manage the development lifecycle to ensure the delivery of highly secure solutions that are optimized for performance and built to scale.
* Designed the API Callouts and managed the integrations with backend ERP like SAP
* Managing the onsite and offshore Developers and their tasks

**Accenture**

**08/2018 to 08/2019**

**Role: Salesforce Technical Architect (eCommerce) / Sr Salesforce Developer (Vlocity)**

* Review and guide the coding best practices and standards
* Designed and developed B2B Salesforce eCommerce (CloudCraze)-SAP integration through SAP XI/PI interface bringing SAP HANA data into CloudCraze via External Objects.
* Have worked in Vlocity Insurance Applications for the Call centers
* Have worked with Informatica ETL to update the products from ERP to Salesforce using Informatica Cloud.
* Provide consultative services to all levels of business and technical people at leading enterprise customers to enable them to make confident decisions for their company
* Guide the development team in the appropriate use of technology
* Strong understanding of, and experience working in, Agile/Scrum teams
* A strong understanding of Salesforce platform technologies
* Responsible for the Salesforce landscape, Product Application and Design, Enterprise Architecture
* Responsible for Salesforce Code management and managing the offshore/onsite Developers for their technical work/tasks

**Capgemini North America**

**02/2018 to 08/2018**

**Role: Salesforce Technical Architect**

* Implementing and migrating to Lightning components from classic components
* Implementing Restful service for Student Portal to bring the Test links for DeVry University (part of Adtalem Global Education)
* Solutioning Einstein Analytics
* Leading / Designing Salesforce CPQ for the client Quote to cash Sales process
* Carving out one Division to a new Salesforce Org
* Marketing Cloud (Journey Builder, Audience Builder, Contact Builder)

**Zurich North America Insurance Corpn. Plantations, Florida**

**03/2017 to 02/2018**

**Role: SalesForce Architect / Solutions Lead**

* Developed a Custom Solution based out of Force.com to build the Provider, Claimants and the Physicians relationships.
* Leading Development efforts / custom development of Claim Vantage for Claim Processing application
* Working in Salesforce-IVR REST API integration enhancement
* Enhancing the existing lightning framework, migrating classic to Lightning framework
* Supporting Absence/Disability insurance Claim Benefits enhancements
* Working with Business Partners and IT heads for the technical solutions.
* Supporting Communities for Claim Intake process

**Jarden Consumer Solutions (JCS), Boca Raton, Florida**

**04/2015 to 02/2017**

**Role: Salesforce Architect / Senior Salesforce Developer (eCommerce Platform)**

* Salesforce Data Archival Implementation
* Leading Development team
* Utilizing Demandware (now Salesforce Commerce cloud) knowledge and integration techniques to design a complete solution
* Management of internal, partner and customer resources for successful project completion.
* Technical Design Review and giving directions to the Development team.
* Technical Lead in Salesforce Integrations, Working with External System teams.
* Working with QA Team (Quality Assurance team) during testing phases.
* Post-implementation issue resolution management.
* Salesforce critical updates review and activations.
* Enhancing the Salesforce newer functionalities like Chatter, Live Agent, SMS, Lightning Components, experience and participate in the budget allocations.
* Have used site.com to develop to support Nuyu Steps monitoring
* Leading Wave Analytics, Marketing Cloud (Journey Builder, Audience Builder) implementations

**StevenDouglas Associates, Florida**

**07/2014 to 03/2015**

**Role: Contractor - Technical Architect - Salesforce.com**

* Extensively working in Dynamic Product Search Visual Force page.
* Lead for the Salesforce Development team (Six Developers).
* Hands on in Apex Triggers / Apex Controllers / Visualforce pages Development.
* Extensive experience in designing of custom objects, custom fields, Pick list, page layouts, Workflow Alerts, Actions, Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, reports, design of Visual Force Pages, Snapshots, Dashboards, and Email generation according to application requirements.
* Review of the Technical design and build the Application
* Integration done with Cyber source for credit card processing

**Axelon Services (Consulting) , NY**

**05/2013 to 07/2014**

**Role: SalesForce Development Lead / Architect**

* Worked as a Team Lead in Development and configuration of the SFDC as per the Client needs. Also have managed .Net developers onsite.
* Used Informatica Cloud for data integration between SFDC and Dialer (Five9) and to Marketo tool for marketing purposes.
* Developed Retail Center Sales Channel in SFDC and integrated with Sales Tools using SOAP Service.
* Extensively used VF Pages, Workflows, ValidationRules, CustomSettings, Static Resources, Flows, Apex,
* Triggers and CustomObjects in the projects.
* Extensive experience in designing of custom objects, custom fields, Pick list, page layouts, Workflow Alerts, Actions, Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, reports, design of Visual Force Pages, Snapshots, Dashboards, and Email generation according to application requirements.
* Developed and maintains API scripts and s-controls to support custom development as needed.
* Developed Apex classes on Force.com platform to customize application according to functional needs.
* Managed Users by creating Roles, Groups, Queues, Profiles and Sharing Rules.
* Customized SFDC Search capability according to the Project Requirements.
* Integrated SFDC with Marketo Tool to make Marketing process easy to access Leads and opportunities.
* Have worked with Big Machines app for Product configuration

**Saicon Consultants Inc, KS 04/2009 to 05/2013**

**Siebel Upgrade and Migration project from Siebel to SalesForce**

**Role : Siebel Technnical Developer (Siebel toSalesForce)**

**Responsibilities**:

* Developing Siebel Application through Siebel tools, Configuration of the Siebel Application and Admin changes.
* Involved in the migration project from Siebel to Sales force.
* In SalesForce, Responsible for dealing with Roles, Profiles and system administrator activities.
* Gathered requirements from business users and configured email-to-case, web-to-case modules for various
* customer support groups.
* Developed business logic as per business requirements using force.com IDE, Apex Classes Triggers,
* Methods and writing SOQL queries.
* Designed the end to end Quote Management to Invoice Solution
* Involved in Data Migration using Data Loader and Informatica Cloud.
* Extensively involved in deploying application to various environments.
* Created validation rules, workflows, objects, fields that are required as part of development process.
* Configured reports and dashboards catering to business requirements.
* Developed rich UI using CSS and JSP.
* Used Javascript for client-side validation.
* Written data base SQL queries for the application.
* Worked with Business User's and gathering requirements from the Business Users and created requirement documentation.

**Ramco Systems Consultants**

**Shiva Systems 09/2002 – 04/2009**

**Role : Tech Lead / Product Configurator / Pricing**

* Team Lead and responsible for timely Development completions managing team of Developers of various skill sets.
* Have created custom Plugins using the .NET Assemblies, Images
* Have worked on WCF (Organisation service) for query/update the records from external web application using Fetch XML (query expression)
* Designed and Developed the Product Configurator models,Product Administration.
* Worked on Web templates to make custom buttons to invoke the Dynamic Attribute Constraints
* Extensively worked on Configurator Rules based on Links, Dynamic Attributes
* Extensively worked on Business Services,Workflows, Policies, RCRs
* Have worked on EAI to integrate between Rating Engine and Siebel Application
* Have managed the Offshore (IBM India) team for offshore development tasks.
* Have worked on VBC (Virtual Business components) for Claim Processing

**PwC Consulting (PWC UnternehmensBeratung GmbH, Frankfurt, Germany)**

**10/2000 – 08/2002**

**Client: Novartis, France**

**Siebel EAI and Upgrade**

**Project Description**

* Analyzing designs, building and testing screen configurations and application extensions
* Worked on e-scripts, Business Service, Integration Objects, EAI
* Quote Creation process Integration with external Vendor
* Have worked in the administration side of servers for the mobile clients, enabling the components, component groups (either through UI level or through command line), creating new component requests.
* Configured the Application using Siebel Tools

**Client: ADIG Investment Bank (through PwC Consulting),Munich, Southern Germany**

**Siebel Lead Configurator / Coach**

**Project Description**

* Coding Siebel VB Script for manipulating data to incorporate new enhancements
* Creation of New Projects, Screens, Views and Applets. Data Mapping.
* Enhancement and Implementation of Siebel 2000 Financial Services Package
* Involved in design & implementation of Workflow Policies, Conditions & Actions.
* Involved in creating new workflow fields & Workflow actions using Siebel Tools.
* Design and developed Business automation using workflow and assignment manager.

**Client: BASF, Arnhem, Netherland**

**New Siebel Project**

**Project Description**

* Defined Integration Objects in Siebel Tools
* Suppoting the Configuration Team and Training the users.
* Trained client IT employees on Siebel Data Model and Siebel configuration.
* Part of the team for data mapping, data loading and transfer of data from the legacy system into the sales order of siebel

**Client: Heraeus (PWC), Frankfurt and Hannover, Germany**

**Heraeus GmbH, SAP CRM Project**

The Heraeus is the World Popular and leading Dental equipment and precious alloys manufacturing company with the offices worldwide.

1. New Call Center implementation of SAP CRM Understanding the client requirement and implementing the CRM which must be integrated to their existing SAP R3 system.
2. As a Technical Consultant the job was to interact with the client and understand the need and configure, change the system besides the mapping of the data and all the interfacing issues with the existing package.

**Dresdner Bank, Frankfurt am Main, Hessen, Germany 07/2000 - 09/2000**

**Siebel Consultant**

Dresdner Bank is a large financial institutions and its third largest bank. Nearly 49,000 employees in 1,600 branches throughout 70 countries provide corporate, investment, retail, banking and asset management services. This leading Bank in Germany upgraded from SIEBEL 98 Version to SIEBEL 2000 and was also expecting the number of users to grow from 3500 to 5000 worldwide. Anderson Consulting (Accenture) undertook the whole project.

**Siebel**

1. Configured new functionalities via Siebel tools & VB
2. Configured the Siebel Application as per 3-tiered structure starting from Data Objects Layer (columns, Tables) to Business Objects Layer (Fields, Business Components, Business Objects) and finally User Interface Objects Layer (Controls: form applets, List Columns: List Applets, Views, Screens, Final Application).
3. Have done extensive coding for front-end validations using Siebel VB to customize the Siebel application to meet the business requirements.

**Rexel Gmbh, Nurnberg 05/2000 - 06/2000**

**Siebel Consultant**

Rexel is a leading Electric Instruments manufacturers based in Southern Germany.

This project is implemented through James Martin and Company from Netherland.

1. **Siebel Configuration and Servers Setup**
2. As a Technical Consultant the job was to interact with the client and understand the need and configure, change the system besides the mapping of the data and all the interfacing issues with the existing package..

**Pratt and Whittney (Canada) UK Ltd, Southampton, U. K 01/2000 – 04/2000**

**SAP SD/MM/WM Consultant**

**Upgrade from SAP Version 3.1H to 4.6B**

Pratt and Whittney is a Fortune 500 Company manufacturing Jet engines of different ranges. The Project is in Support of Up-gradation of existing SAP Version 3.1H to 4.6B in Sales and Distribution, Materials management and Finance Modules.

* Understanding the existing business process and analyzing the client’s requirement. Understanding the Pitfalls in existing 3.1H version.
* Highlighting the Improvements available in 4.6B version especially Web enabled transactions.
* Changing the existing business process of Order based billing to Delivery based billing.
* Configuring in 4.6B version to meet the changed business process. ·Co-coordinating with SAP UK for applying the Hot-packs.
* Changes in pricing procedure/tax procedure to cater the new requirement.
* Co-ordination with respect to Customization of FI/MM//CO interfaces.
* Co-coordinating with ABAP Programmers to use / modify the User-exits available in SAP program specific to the Sales order pricing
* Report generation in ABAP
* Testing of interface and uploading of data
* Integrated testing and Documentation
* User training

**Tractor and Farm Equipment Ltd (TAFE) Chennai, India 08/1997 - 12/1999**

**SAP R/3 Consultant**

 **Full life cycle SAP R/3 3.1H Implementation**

Duration August 1998 to April 1999 – First Phase

 May 1999 to December 1999 – Roll outs

**Project Description**

1. Involved as Sales and Distribution Module Consultant in TAFE, One of the leading Automobile Industry manufacturing Tractors and related Accessories.