

# Mr. Krunal Pala

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Date of birth: 20th Nov 1986 | Nationality: Indian | Marital Status: Married | Location: Bangalore, India

## Summary

Krunal Pala has been working in Bangalore, India with Intuit Product Development Center with Designation as Staff Software Engineer since May 2018 and have 12+ Years of Certified Professional experience (2X Certified in Salesforce.com, Certified Scrum Master, 2X Certified in Guidewire, Apttus Certified CPQ and CLM level 201, Oracle Java SE 6 Certified).

Collaborated with cross-culture workforce:

India (9+ Years & ) | United Kingdom (1 Year) | Mexico (1 Year) | U.S. (1 month).

Domains (Business & Functional Knowledge):

Insurance, Banking, Gems and Jewelry, Telecommunication, Government Treasury Functions - Indian/U.S State Governments, CRM - Salesforce.com - Aviation, Retail (Loyalty management), U.S. State Governments, Taxation.

Technology with hands-on experience:

Salesforce Platform Development, Apex, VF, Lightning, AWS, Salesforce AppExchange Product Development, Heroku, Deployment Tools - Gearset, AutoRabit, Java/J2EE Orchestration, Spring, Hibernate, Guidewire Policy Center - Insurance Product, SQL with Oracle, DB2, MySQL databases, Web Services - SOAP and RESTful, DevOps Skills for designing and implementation of Jenkins CI Systems, Parallel Development Strategies and Branching Strategies in GIT Version Control, Salesforce Org Strategy, Salesforce Roll out strategy, Salesforce Release management, Salesforce Solution Design, Salesforce Integration patterns and Architecture.

Methods: Agile- Scrum, XP and Waterfall Techniques.

Krunal had been known for excellent consultation skills, technical/analytical skills, presentation skills, process improvement skills. Overall, He has got all-round experience in pre-sales, consulting, architecture, planning, resourcing, estimations, management as well as execution of all SDLC phases including requirement gathering, business analysis, implementation, maintenance, and production support - has implemented almost 10+ end to end assignments. He holds a bachelor's degree in Electronics & Communication Engineering from Dharmsinh Desai University, Gujarat, India.

Key achievements:

- Bow Awards for playing a decisive role for end to end architecture, design, implementation and roll out of Entity Resolution in Salesforce B2B for Intuit.
- Excellent technical contribution award for Improving the Screen Pop Success rates by 10% in Salesforce B2B which helped in savings of Average Handling time of the call and Savings of almost 5 Million USD in Intuit.
- MVP for Steelbrick CPQ implementation for Standard Aero.
- Bow Award for Rapid development of Ideas and bringing them to reality at Intuit.
- Star of the Month Awards - for Aviva Insurance UK - Excellent contribution in Production server issues - Guidewire Transformation program. Increased Customer Satisfaction Index from 2.5 to

4/4.5 out of 5

- Design and Implementation from Scratch - Validation Framework - REMEDI Project - for Morgan Stanley - Using Spring, Polymorphism, Reflection API, Apache commons. It was proudly called by the management - "Krunal's Framework"
- Excellent Technical Contribution Award - 0 Defect delivery and Development from Scratch of 6 RESTful Web services Mobility Applications- for GIA Project.
- Winner for Hackathon 2015 - "code-to-cloud" organized by Apttus Inc. For the development of- Gamification Project for internal employees.
- Winner of most impact-full Tagline award for Apttus - "Think Green, Think Apttus"
- Recognized contribution for pipeline projects for building PoC, pre-bid queries resolution and so on for winning proposals/projects.
- Implemented/Customization of Apttus CPQ Product in Salesforce Platform for Century Link as well as Designed and Implemented Jenkins based continuous integration system with Salesforce, Selenium, Java, GIT, and SF deployments.

## Work Experience

### Intuit Inc., Bangalore, May 2018 To Present

Working with the Intuit India Product Development Center located in Bangalore, India since May 2018. Intuit India is India's Great Place to Work in the IT Industry and has maintained its position in Top 5. Intuit's mission is powering prosperity around the world. Intuit builds intuitive web, mobile, and cloud solutions that generate more money, more time, and more confidence for 46+ million people with their flagship products - TurboTax, QuickBooks, and Mint. Leveraging big data insights, machine learning, and powerful automation, we help consumers, small business owners, and the self-employed achieve their dreams of prosperity.

#### *Solution Architect/Senior Project Manager - Entity Resolution*

Over the past few years, Intuit, Inc. has grown with a lot of mergers and acquisitions, due to which all the products have their own data sources and identity implementations, if we look at CRM perspective then even though Intuit, Inc. is dealing with just one customer, multiple accounts and relationship exists in Salesforce CRM platform due to which care and sales agents are struggling to find the right one when the customer calls in. In addition, Intuit, Inc. also loses the chance of effective customer handling for giving premier support to large value customers, and cross-sell, up-sell business opportunities. This initiative brings together everything under the hood and cleans up CRM platform with the help of AI/ML to logically bind all the related accounts with the help of addresses, emails and phone numbers to provide effective agent experience in Salesforce for sales and care processes by creating a 360 view of a customer.

Responsibilities include -

- Consultation, Rapid development of PoC and bring ideas to reality in Salesforce.
- End to end project management, solution, architecture, and implementation for the application.
- Deployment and Release strategy as well as implementation.
- Business stakeholder's communication, estimations, prioritization.
- Onboarding strategy for different BU, dependency management.

Skills - Program Management, Solution design, SFDC - Service cloud, Apex, VisualForce, Lightning, AutoRabbit, Ant deployment, GIT, Service console in lightning and classic, lightening out, Web services, Team management, Operation management, contractor management.

### *Solution Architect/Product Owner - Supplies Products Transformation*

Intuit has supplies lines of business that offer checks (Cheques), office supplies, and tax forms to personal and business customers'. Per Day there are 4000-5000 Transactions in this line of business and has a good share in the revenue. The current system is in Quest and Oracle DB which needs to be transformed into SFDC as a front-facing app for Sales and Care Agents.

Responsibilities include -

- End to end project management, solution, architecture, and implementation for the application.
- Deployment and Release strategy as well as implementation.
- Business stakeholder's communication, estimations, prioritization.

Skills - Product Owner, SFDC - Service cloud, Apex, VisualForce, Lightning, Gearset, Ant deployment, Selenium setup on Jenkins, Service console in lightning and classic, lightening out, Web services, Integration, Java - J2EE Orchestration, Stakeholder management, Team management.

### *System Admin Management SFDC Platform- Technical Architect*

Intuit has multiple salesforce production org, there are no formalized processes for the management of System Administrators inside each of these orgs, All the developers, contractors as well some of the BU Owners have System admin profile and on any given day 200+ System admins can be found, there is a high risk of mutation of the production data as well as metadata by non-business users. This solution orchestrates the switching of a user profile to and from System Admin profile depending upon the circumstance of a user. Solution has these features - Requesting, Provisioning Time based access controls for production, production access during the release or change management window, Revocation of Super Privilege users once the duration is over, Adhoc Super privileges - Provision and revocation, Login forensics, audits, etc. for all the performing parties like - BU Testers, Owners, Developers, Architects to eliminate the risk of unauthorized production access for internal users.

Responsibilities include -

- Solution Design, Technical Design, Implementation, Testing
- Onboarding, Rollout, Support as well as Enhancements.

Skills - SFDC - Apex, Batch, Lightning, Portability across all the experience of SF (Classic, lightning, consoles, and lightning console), Integration with Production orgs as well as Integration with HR Processes and workflows.

### *Solution Architect/Senior Project Manager - QuickBase Transformations*

Quick Base is an award-winning cloud database software platform for creating custom solutions to everyday business challenges. It's a powerful workspace that helps teams be more efficient by empowering the people closest to the work to quickly build business applications that match their exact processes - no programming experience required. Intuit Inc. has owned QuickBase by acquisition since 1999 and since March 2016, it has sold this business to a private equity firm. The current strategy is to transform entire solutions provided by low-code platform QuickBase to Salesforce as well as Translate into respective business orchestration, which will enable currently to sell effectively and fully integrated scalable business solutions. Intuit has developed 500+ business applications on QuickBase, out of which almost 70% is developed and maintained by respective business users using a low-code platform who does not have coding experience and they manage on the fly from ideation to rolling out.

Responsibilities include -

- End to end project management, solution, architecture, and implementation for the application.
- Deployment and Release strategy as well as implementation.
- Business stakeholder's communication, estimations, prioritization.

- Onboarding strategy for different BU, dependency management, L2 Team formation, Support Strategy as well as BU Developer Onboarding strategies, setup central consultation team.

Skills - Program Management, Solution design, SFDC - Service cloud, Apex, VisualForce, Lightning, Gearset, Ant deployment, Selenium setup on Jenkins, Service console in lightning and classic, lightning out, Web services, Integration, Java - J2EE Orchestration, Stakeholder management, Team management, Stakeholder management, Operational Management.

### Sapient Global Markets (Publicis.Sapient), Bangalore, December 2016 To May 2018

Sapient Global Markets is currently acquired by Publicis Groupe and It is known as Publicis.Sapient. Sapient Global Markets provides business and technology services and solutions to capital and commodity market participants, intermediaries and regulators. It leverages deep industry insight and an integrated breadth of capabilities to enable transformation for clients and the industry. Sapient delivers on a global scale, offering help to clients to grow and enhance their organizations, create robust and transparent infrastructures, manage operating costs, and foster innovation.

#### *Solution Architect/Lead Developer - SessionM AppExchange App development*

SessionM integrates marketing automation and data management capabilities with loyalty marketing to drive personalized consumer relationships through the mobile device and across channels. SessionM is looking to integrate with Salesforce Service Cloud to create a unified loyalty program customer profile. The project's main vision is to build the Salesforce Service Cloud/SessionM Integration app which is available on the AppExchange marketplace of the Salesforce ecosystem.

Responsibilities include -

- End to end project management, architecture, and implementation for the application.
- Deployment and Release strategy as well as implementation.
- Customer communication, estimations, Gatekeeper for the package.

Skills - Scrum Master/Project Manager, SFDC - Service cloud, Gearset, Ant deployment, Selenium setup on Jenkins, Service console in lightning and classic, Salesforce1, lightning out, Communities, ISV Force, Security Review, Salesforce DX.

#### *Architect /Lead Developer- Salesforce.com Customization and Implementation for Steelbrick CPQ.*

StandardAero is leading in the aircraft maintenance Aviation industry and has chosen Salesforce CPQ formerly known as Steelbrick CPQ as their QTC tool.

Responsibilities include -

- Requirement Gathering, solution design as well as implementation in Steelbrick CPQ Product for Standard Aero.
- Extensive customer interaction, communication so that business needs are delivered for customizations of SFDC platform and CPQ.

Skills - SFDC - Sales cloud, App cloud, community cloud, Steelbrick CPQ Implementation and customization, Apex,

VF, JavaScript, Bit Bucket, Gearset

#### *Consultant - Vertigo*

Vertigo is an internal system and serves the purpose of providing a one-stop-shop for everything needed within and outside the organization - Project Management, Resource management, customer management, logistics, etc.

Responsibility Includes -

- Custodian for the production system and deployment,
- Process Improvement deployments as well as Sandbox management.
- Consultation to the team for the entire configuration changes as well as impact analysis.

Skills - SFDC Platform, Apex, VF, JavaScript, Program management and Team management

#### *Consultant - CDHS Projects for SFDC Platform implementation*

There are a number of projects under the CDHS umbrella and Krunal is responsible for Governance, Delivery, Resourcing, requirement gathering, Solution Design, Architecture, Implementation, Estimations as well as overall consulting for the projects.

Responsibility includes -

- Leading an offshore team and driving the team to attain maximum business value. All the projects were developed in SFDC and also went onsite for 3 weeks to the U.S. to understand the customer needs and for consulting.

Skills - SFDC Service cloud, Apex, VF, JavaScript, Program management and Team management, Bamboo, Bit bucket

#### **Apttus Software Pvt. Ltd, July 2015 To October 2016**

Apttus is a SaaS company that has a large footprint on Quote-to-Cash Products which are 100% native to Salesforce.com. Some of the well-known products are - Configure-Price-Quote, Contract Lifecycle Management, X-Author for Word, Billing and Order Management, Revenue management. With one and a half years of engagement with Apttus, Krunal was engaged with multiple roles like Solutions Architect, Technical Architect as well as Individual Contributor for Agile/Scrum Implementation for CPQ products.

#### *Solutions Architect, Sr. Implementation Consultant - Jenkins CI Systems for Salesforce Apttus Internal*

Designed and Implemented a solution that integrates and streamlines the development environment with a continuous integration system using Jenkins. Use Case - For new polled commit by Jenkins using the GIT plugin with an interval of 4 hrs. by the developer in the bitbucket repository, Deploy in the integration Sandbox, Find the method level differences using java technology for Apex class files. Consume REST APIs of Salesforce and find corresponding selenium automation suite - test cases Ids that need to be executed for these changes which are found by GIT plugin and execute them. If test cases pass then build is automatically promoted to higher environments else email is triggered to respective teams for further action.

Krunal was leading 2 member team and his responsibility included - Requirement Analysis, Solution design, End to End Implementation, Coordination with various teams and stakeholders, Testing and Release support.

Skills/Domain: Jenkins Configuration, Administration and Development, Java, GIT - Bitbucket, Groovy Scripting for Jenkins, Salesforce Ant deployment tools, Selenium, RESTful Web Services, Tomcat, AWS

*Individual contributor, Salesforce Lead Developer - CenturyLink, U.S.A*

This project replaces legacy Big Machines CPQ with Apttus CPQ Product in SFDC Platform for CenturyLink. It has added huge business values by reducing the creation and configuration of quote timelines for Sales Representative by using the Apttus pricing engine as well as integration with Microsoft word(X-Author). Capability includes a high-performance solution with all the integration points of upstream and downstream systems like Vantive, CMS, Approval and other systems of CenturyLink.

Krunal was part of Hosting Track (10 Members) with was executed in Agile/Scrum methodology and his responsibility includes solution design and Implementation of integration points as well as customization of SFDC platform (Apex, VF, Approvals, Workflows, REST and SOAP APIs for SFDC, Apttus Product customization, Object /Data modeling) and Apttus products so that it is engineered and crafted to meet CenturyLink Business requirements. He was part of Apttus consultants working from an offshore location - Apttus, Ahmedabad.

Skills/Domain: Domain - CPQ (Configure Price Quote), Quote Proposal processes; Skills - Salesforce.com, Java, GitHub, Ant Deployment tool for Salesforce, Apttus CPQ, Apttus CLM, X-Author for Word, VisualForce, Apex, Rally.

## TATA Consultancy Services (TCS), September 2008 To July 2015

TCS is a global company with a presence in over 40+ countries and India's largest Software exporter, It is a Service based consulting company that caters to almost all the business sectors like BFSI, Healthcare, Govt., Energy, and Utilities, etc. With almost 7 years of engagement with TCS, Krunal played multiple roles and responsibilities in various geographies and domains. He has worked in Govt Domain - Indian State Govt. Treasury functions which includes Online billing, Personal ledger Accounts, and Deposits; Banking Domain - Global Investment bank - Morgan Stanley in Operational Risk area of Financial management system; Insurance Domain - Guidewire Policy Center transformation with Aviva Insurance U.K. Ltd. and Energy/Utilities Domain - Gemological Institute of America; Carlsbad for next-generation grading system for Diamond/Gem certification.

*Architect and lead developer - REMIDI - Operational Risk transformation for Morgan Stanley, at Guadalajara, Mexico*

Morgan Stanley may incur operational risk across its full scope of business activities, including revenue-generating activities (e.g., sales and trading) and support functions (e.g., IT and facilities management). REMEDI Maintains monthly status on FHC (Financial Holding Company) Initiatives and key Initiative metadata. REMEDI generates reports including status updates on FHC Initiatives, financial data, Portfolio summary. This project gives detailed information about all the operational risk associated with a program which is executed by Morgan Stanley to the FHC management.

Krunal was part of the 7 member team and leading TCS team for backend development from a nearshore location in Guadalajara, Mexico. His responsibility includes work in all SDLC phases - Requirement analysis, design and development in an agile way as well as customer and consultant communications.

*Module Lead / I.T. Analyst - Next-Generation Grading System - NGGS, Gemological Institute of America(GIA)*

Gemological Institute of America (GIA) ensures public trust in gems and jewelry by upholding the highest standards of integrity, academics, science, and professionalism. Next Generation Grading System (NGGS) system helps GIA to deliver the business in a more efficient and reliable way. Complete tracking is provided with the help of NGGS system and helps their customer to get accurate and faster report statistics of the gems and jewelry by providing the grading certificate. 6 Mobility applications are developed to have a seamless experience for customers with NGGS.

Krunal was part of 50 members' offshore team at TCS, Ahmedabad and he was leading the development of mobility track for Web Services development (2 member team). His responsibility includes integration with the web portal, RESTful web services solution design and implementation for Mobile platforms (iOS, Android) as well as customer communication

Skills/Domain: Core Java, J2EE, Spring, Hibernate, RESTful Web services, Integration with Mobile Technology iOS and Android.

*Module Lead, Senior Java Developer - Integrated Financial Management System, Indian State Governments*

IFMS is a Web-based Financial System for Indian State Government which will strengthen Public Financial Management in the state. IFMS improves the monitoring of scheme/project performance and provides the right decision-making tools for aligning the government policies and programs with the state priorities in the social and economic sectors. It empowers Secretary, Department of Finance to analyze for aligning the expenditure under various government policies/programs with the availability of resources and state's strategic priorities. Krunal contributed in Online Billing Systems, MLA Pay-roll systems, Integration with downstream systems, Personal Ledger Accounts and Deposits.

Krunal was part of a 50+ member team who were responsible for executing this huge project. He was handling 2 team members with responsibilities - design, development, Proof of Concepts for pipeline projects, Testing and release support as well as customer and functional consultant communications.

Skills/Domain: Domain - Government treasury functions, Skills - Java, J2EE, Spring, Hibernate, Oracle, HTML, CSS, JavaScript

*Lead Developer/ IT Analyst - Guidewire Transformation for Aviva Insurance Ltd, UK*

Guidewire transformation would replace legacy systems like Policy and Gemini for issuing the policy. This transformation is carried out in an agile way and would add huge business value to Aviva Insurance UK Ltd. With this, Aviva can issue policy faster; claim processing is also rapid and has seamless integration with upstream and downstream systems. Main Lines of Business in which Krunal contributed are - Property and Casualty (Commercial Business - Property Damage, Terrorism, and Business Interruption), and Group Personal Accident Policies.

Krunal was part of the 50+ member team and working from a customer location at Perth, United Kingdom. He worked in Management Information Systems (MIS Track with 10 members), Line of Business Track with 7 members as well as RUN Support services with 12 member teams. His responsibilities include Solution Design, Production Support, customization of Guidewire Policy center product in Agile/Scrum way.

Skills/Domain: Guidewire Policy Center, Java, J2EE, Gosu, Splunk, App-dynamics, Axios Assyst - Release management and approvals.

## Education

*Bachelor of Engineering, Electronics and Communication Engineering with First Class Distinction*

From - Dharmsinh Desai University, Nadiad, India

Completed Year - 2008

## Awards

Winner for Hackathon 2015 - "code-to-cloud" organized by Apttus Inc. - Gamification Project, 2015

Excellent Technical Contribution award for NGGS Project, 2014

Star of the Month, TATA Consultancy Services., 2014

Service and Commitment Award for completing 5 Years in Tata Consultancy Services., 2013

Service and Commitment Award for completing 3 years in Tata Consultancy Services, 2011.

## Certification/Training

Elevator Pitch workshop by Navigati - November 2019.

AWS Technical Essentials training - December 2018

Salesforce Certified Administrator ADM 201

Code Review Workshop by Code Ops - November 2019.

Salesforce Certified Platform Developer I

Scrum Master Certified(SMC), 2016

Scrum Fundamentals Certified (SFC), 2016

Scrum Master Certification Training by Scrum Study, 2016

Salesforce basic training by Apttus, 2015

Apttus Certified Quote-To-Cash Professional, 2015

Apttus Contract Lifecycle Management (CLM) Product Certification Level 201, 2015

Apttus Configure Price Quote (CPQ) Product Certification Level 201, 2015

Guidewire Policy Centre 7.0 Functional Certification, 2014

Guidewire Policy Centre 7.0 Technical Certification, 2014

Guidewire Policy Center Functional, Technical and Fundamental training by Guidewire, 2014

Personal Effectiveness Program organized by TCS UK, 2014

Oracle Certified Professional, Java SE 6 Programmer, 2011



## Recommendations

Krunal has been an outstanding contributor and thought leader on multiple Salesforce implementation projects in 2017. At one client, he stepped up to negotiate design options directly with the client and is a trusted expert on the capabilities of the Salesforce platform and CPQ product. He has also built, tested and prepared for deployment of these designs. Krunal also recommends best practices for source control and SFDC deployment practices. He has also provided thorough documentation as a training aide to the client.

It has been a privilege to work with and learn from Krunal over the years. - **Chad Kaltenstein, Director, Professional Services at Publicis Sapient, Salesforce Practice**

I worked with Krunal on a previous project. He has a very strong set of development skills. He is quick and his work is very accurate. The client we were working with had several challenges that only code could fix. He jumped in and proposed a very solid plan and was able to exceed the client's expectations. I would highly recommend Krunal. - **John Courtright, Solution Architect at Salesforce**

Krunal has been a key Sr. technologist on our Bangalore team. We have had the pleasure of hosting Krunal for a short term relocation in the US and benefited from his contributions on projects including leveraging salesforce for accounting, CPQ and customer loyalty including a public Appexchange solution.

I wishing him the best of luck as he takes on a new product development role! - **Chad Kelly, Sr. Director of Technical Architecture at Publicis.Sapient**

Earlier this year I had the pleasure of partnering with Krunal on one of the Salesforce Projects I was leading from the business front which included the transformation of legacy apps to the mainstream of Salesforce. He was truly exceptional in providing simplified business solutions across the Salesforce ecosystem which made easy adoption and streamlined business processes. I truly appreciate his willingness to go the extra mile to ensure the deliverables of the project met key milestones and deadlines. He is a very insightful and efficient Salesforce Solution Architect. I would like to work with him again for any future engagements. - **Rob Mitchell, PMP, CSM, Salesforce Admin, Program Manager, PMO at SinfoniaRx**

I worked closely with Krunal on an SFDC CPQ integration last year. Krunal was amazing! Everything we requested he delivered fast and exactly as requested. We had been told by other people that some of our requests would not be possible, but as soon as Krunal was given the lead in helping us every possible need was handled quickly and accurately. Krunal did more in 3 weeks than prior implementation partners did in 6 months. Krunal was key to our success. - **Jeff Hutcherson, Director - Operations, Quoting & Sales at StandardAero**

I had the opportunity to work with Krunal at Morgan Stanley. Very keen on Java back end implementation. I could always rely on him for on-time delivery and proper support of the platform. More than once he took extra tasks for the sake of the project and of the team. Overall great commitment, generosity and good technical skills. - **Giulio Caliendo, Senior Engineering Manager at AdevinTa**

I had the pleasure of working with Krunal a couple of years ago. Extremely professional and knowledgeable, always wanting to help and willing to go the extra few miles to make sure things work. A pleasure working with him. - **Craig Baxter, IT Support Manager at Aviva**

Krunal, we could not have done this without you. So many people played large parts in making this happen, but in my mind you are the MVP. I've been very impressed with you and your work since the first day we started working with you. Sometimes I felt like I was asking for too much, but I tried to accurately represent our business needs. You never once said "that is not possible." Every single time you said "we can do that" and with a smile. Then you made it happen fast. Thank you. - **Director - Operations/Quoting & Sales, Aviation Customer.**

Skills	
Programming Languages	Java(6/7/8), J2EE, XML, SQL, Gosu, Apex
UI/Web Technologies	HTML,JSP, JavaScript, JSON,CSS, AJAX, Adobe Flex, VisualForce, Lightning, Salesforce Communities
MVC Framework	Spring 3.0.X, Spring Boot
ORM Framework	Hibernate 3.4
Web Services Technologies	SOAP and RESTful (Tools - workbench.com, postman)
Database	Oracle, MySQL, DB2, H2
Development tools	Eclipse, Guidewire Studio, Sublime Text 3.0 and Mavens Mate, Salesforce IDE1 and Salesforce DX
Agile Tools	Rally, JIRA, Confluence,
Scripting / Building tools	Groovy Scripting for Jenkins, Jenkins CI, Ant, Ivy, SF Ant Tool, Bamboo
Version Control	Visual Source Safe(VSS), Subversion(SVN), GIT (GITHub, Bit bucket)
Application Server	Apache Tomcat 7, Glassfish V2.1, Web logic, Web Sphere, Jetty
Project Methodologies	Waterfall, Agile - SCRUM, TDD, XP
Special Tools	Guidewire Policy Center, Apttus CPQ, CLM, X-Author, AppDynamics, Splunk, Gearset, AutoRabit, Ant Migration Toolkit for Salesforce.
Cloud Systems/Platforms	Salesforce.com, AWS - EC2, RDBMS, Heroku, Quick Base
Testing Tools/Analyzers	Junit, Sonar
UML Design Tool	MS Visio, Violet UML, Lucid chart
Business Analysis and Consulting	Consulting, Stakeholder Management, Scrum Master, Product Owner, Team Management, Pre-Sales, Requirement analysis, customer handling, and communications

