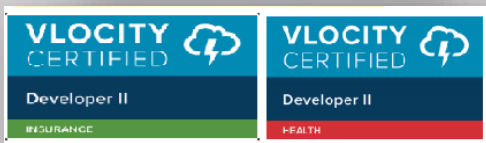# Gayathri Thangaraj

Education

Bachelor of Engineering on Information Technology

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Career Summary

Technical Architect involved in Application development with over 15.6 years of experience.

- ❖ Vlocity Sage, Top Contributer in Vlocity Success Community,
- ❖ Vlocity VIP Member,
- ❖ Platform/Industry Cloud Architect and Implementation in **Vlocity**,
  - **Vlocity Insurance & Health Industry Cloud Technical Architect,**
  - **Vlocity Energy and Utilities SME,**
  - **Vlocity LWC**
  - Vlocity Omniscripts, DataRaptors, Integration Procedures,
  - Vlocity Layouts, Vlocity Cards, Custom LWC/Angular Templates
  - Vlocity Interaction Launcher, Interaction Console, Vlocity Actions,
  - Vlocity Community Development
- ❖ Technical Architect – **Salesforce** in areas such as
  - Sales Cloud,
  - Service Cloud,
  - Community Cloud,
  - Marketing Cloud Email Specialist, Social Studio,
  - Field Service Lightning,
  - Salesforce CPQ,
  - Salesforce Lightning (**LWC/Aura**),
- ❖ Builds API using **Mulesoft**,
- ❖ Application Development and Implementation on various platforms (Java, Cloud Technologies),
- ❖ Adaptive to emerging technologies, standards and practices to design and deliver effective solutions.
- ❖ Business Stakeholders Interactions and Technical Leadership Roles.
- ❖ Worked effectively with Client business and Technical teams to identify, estimate, prioritize and resolve business challenges.
- ❖ Technical Lead on complex engagements that contains multiple threads of development and support.
- ❖ Proficient in Support projects spanning from development to support and enhancement.

Certifications

- ➢ Vlocity Certified Health Developer II – Sep 20
- ➢ Vlocity Certified Insurance Developer II – Aug' 20
- ➢ Vlocity Certified Health Quoting Developer 1 – Aug' 20
- ➢ Vlocity Certified Insurance Quoting Developer 1 – Jul' 20
- ➢ Force.com Certified Administrator – Winter 18, Jan' 18
- ➢ Force.com Certified Platform Developer I – Summer' 17, Nov' 17
- ➢ Vlocity Certified Platform Developer – Feb '17

Technical Skills

Software	Vlocity, Lightning(Aura/LWC), Field Service Lightning, Marketing Cloud, Salesforce CPQ, Alexa Skill set, Live Agent Chat, Einstein Bots, Heroku Integration, Console API Integration, Service Cloud, Open CTI, DocuSign Integration, Platform Event, Sales Cloud, Apex, VisualForce Java, JSP & Servlets, JSF, Hibernate, WBI (MQSI), UNIX, Spring, Spring Security Framework, HTML, CSS,XML, Javascript, jQuery, AngularJS, NodeJS, REST,SOAP, JSON,WSDL, MS Office Tools.
Hardware	Intel processors with Unix and Windows OS
Tools	Salesforce, DataLoader,Heroku,Marketing Cloud, Alexa skill set, Force.com Explorer, DBVisualizer, IBM-RAD, IBM-WSAD,Tomcat ,Eclipse, Rational Software Architect,IBM-Broker tool kit, IBM-WMB,PVCS, SVN respository,SSH tools like Putty, secure-CRT, RFHUtil, TOAD, SQL developer
Methods	Waterfall, Agile19
Domain Experience	Insurance, LifeScience (Pharma), Energy & Utilities, Retail
Management Experience	Have managed a team of 5 people for migration project from Mainframes to SFDC. Have managed a team of 9 people and implemented enhancements of 3000hrs. Have managed a team of 10 people for SFDC support project.
Business Development	Have contributed several tools to client's business process automation.

Projects

The details of various projects that I have handled are listed below:

Client 1 : TECHNICAL ARCHITECT

Project 1: VLOCTY – BANKING/INSURANCE PRODUCT – FEB'20 TO PRESENT

- Successfully managing a team of 4 people to develop asset for Insurance Quoting product for a Banking Client,
- Involved in Design and oversee development of the **Quoting process, Product Configuration and Rating Implementation** for **Insurance** Products,
- Guided team in design and extensive use of **Vlocity LWC** in Omniscript and Vlocity Cards with multi-level components framework,
- Optimal use of Vlocity components for Performance,
- Best Practices implementation,
- Designed Batch implementations for rates and agent data load in the system.

Project 1: VLOCTY – FSL INTEGRATION – DREAMFORCE PROJECT - JUL'19 TO DEC'19

- Successfully managing a team of 4 people to develop asset for Vlocity – FSL Integration.
- Involved in Design and development of the capabilities required for **FSL Implementation in Vlocity.**
- Did Setup of **Complete FSL package** Objects starting from,
  - Service Territory (Operating Hours, Time Slots), Skill, Work Type, Service Resource, Service Territory Resource, Scheduling Policies,
  - **Dispatcher Console** setup and permissions, Gantt Chart,
  - Enhancing **FSL Mobile** capabilities using Lightning flows,
  - **Enabled Knowledge** to help Field Technicians access Knowledge Articles,
  - **Community User FSL** license enablement to scheduling appointments from Customer Community.
- Developed components for facilitating below, using Vlocity Omniscripts and **FSL**
  - Service visits to Customer,
  - Order management for Paid services.
- Developed new **Customer Community** with **Vlocity Omniscripts, Vlocity Cards, Vlocity Actions, Vlocity Dataraptors, Vlocity Templates (with CSS and AngularJS support)** with ability to,
  - View Customer's data on Dashboard with primary Account Information,
  - Switch between multiple accounts of the same Customer to access their detail,
  - Reschedule Existing Service Appointments as per Customer needs, providing **FSL Self Service license** to Customer.
  - Various other **Self-Service functionalities** such as Turn ON or OFF service, Transfer Service, , defining Budget Billing, Payment method and Plan change were facilitated thru effective use of **Omniscript thru Communities.**
- Developed **Vlocity Templates** with required Styling and controller (**AngularJS Controller** and **CSS**),
- **Integration** using **Vlocity Integration Procedures** supporting both **REST/SOAP** methods of Work Order with third party using **Mulesoft.**

Project : ENHANCED CUSTOMER EXPERIENCE – DREAMFORCE PROJECT - JUL'19 TO CURRENT

- Successfully managing a team of 3 people to develop prototype for Enhanced Customer Experience,
- Involved in Design and development of the **FSL** capabilities required for Customer Experience such as Appointment Booking through Customer 360 and Einstein Bots,
- Developed **Lightning flows** for a guided Contact Center approach of Customer verification and Appointment Booking using **FSL Appointment VF** page,
- Facilitating Customers to book/reschedule appointments using **Einstein Bots** and **FSL API,**
- Developed **Einstein Next Best Action** to suggest different maintenance plans to Customer.

Project 3: VLOCITY CO-DEV FOR ENERGY & UTILITIES - APR'19 TO JUN'19

- Successfully managing a team of 3 people to develop components for **Vlocity Process Library,**
- Involved in Design and development of the services supported in Energy & Utility products,
- Developed **Contact Center** using Vlocity with,
  - **Interaction Launcher** – For Service Agents to locate Customer Records,
  - **Customer 360 page** – For a complete view of the Customer Information,
  - Service List – Displays all services being consumed by Customer using **Vlocity Cards** and **Vlocity Actions,**
  - Interactive Responsive forms using **Vlocity Onmiscripts.**
- **Integration** with **Zero Code approach** using **Vlocity Integration Procedures** with third party through Mulesoft using both JSON and XML formats,
- Instrumental in following **Best practices for Vlocity implementation** per Vlocity Standards for seamless Customer Service such as Custom Labels, Custom Metadata, Named Credentials.

Client 3 : TECHNICAL ARCHITECT

Project: CUSTOMER COMMUNITY FOR UTILITIES - DEC'18 TO MAR'19

- Successfully managing a team of 4 people to develop prototype for Customer Community for Utilities,
- Created Profiles, Macros in **Social Studio** for Social Listening in FB, Twitter handles and create Leads in Salesforce,
- Created Customer Community using **Lightning components,**
  - Responsive Customer Forms for new Customer registration for Utility Services,
  - View Customer's Dashboard with Account Information,
  - Display Services consumed by Customers in **Cards,**
  - **Integration** with third party to get Billing Information ,
  - **Einstein NBA** to offer best products to both new and existing Customers,
  - **Lightning flows** – To guide Customer on Purchase process.
- Enabled **Mobile Experience** of the Utility using **JACADA** platform and enabling Agent interaction using **Platform Events** in Salesforce,
- Enabled Customer Interaction using **ALEXA** devices for complete Customer Self Service catering the needs of Customers in dynamic manner,
  - Developed application in ALEXA for Intents,
  - Developed application in **HEROKU** for integration with Salesforce using **NodeJS.**

Client 4 : TECHNICAL ARCHITECT

Project: CHEMICALS ACCELERATOR – DREAMFORCE PROJECT - AUG'18 TO NOV'18

- Successfully managing a team of 3 people to develop prototype for ECommerce of Chemicals Industry,
- Involved in Solutioning and design and development of the capabilities required for E Commerce,
- Implemented **Salesforce CPQ** for scalable and configurable Business model,
- Configured Order Management life cycle which involves,
    - Quote creation and Approval process for higher discounts,
    - **Docusign Integration** for Quote documents and Customer Acceptance on deal,
    - Sales Representatives to coordinate with Customer till the Order Completion,
    - Email templates for Customer Communication.
- **Marketing Cloud Integration** for Customer Engagement of Order Purchase/Tracking lifecycle,
- Designed **Lightning flows** to guide Sales Representatives thru Sales process,
- Customer interactions were carried thru **Live Agent Chat (Omnichannel)** and **Einstein Bots**,
- Implemented **Open CTI** for Soft Phone Integration and auto open Customer 360 view.

Client 5 : PROJECT LEADER

Project: MOBILE ECOMMERCE PLATFORM - JUN'18 TO JUL'18

- Successfully managed a team of 2 people to develop prototype for Mobile ECommerce Platform,
- Involved in design and development of UI using **Vlocity Cards** and **Templates with CSS** and **AngularJS** for a Mobile ECommerce Platform to facilitate purchase of different Data Plans along Devices and Bundles.

Client 6 : PROJECT LEADER

Project: INTEGRATION FOR ECOMMERCE - APR'18 TO MAY'18

- Worked on Integration for an ECommerce management project,
- Involved in development of **REST** based components,
- Developed several Standard and Custom REST APIs and exposing data and services,
- Have Good knowledge on **SOAP** based services.

Client 7 : PROJECT LEADER

Project: ALEXA FOR BANKING SUPPORT - FEB'18 TO MAR'18

- Worked on a Banking project on developing Customer Support using **ALEXA**,
- Designed and Coded Skills and Intents for Voice Recognition in Alexa,
- Integrated ALEXA with SFDC Banking Org thru **HEROKU** using **NodeJS.**

Client 8 : PROJECT LEADER

Project: SFDC PROTOTYPING - AUG'17 TO JAN'18

- Successfully managing a team of 6 people to develop prototype for Business enhancements,
- Involved in Solutioning and designed **Lightning Components** to summarize progress, display available lists,
- Created Process Builder, Flows for Business Process Automation,
- Developed enhancements on Service Console using Cases, Contacts, Accounts, Knowledge Management, Articles,
- Have Good working knowledge on **PlatForm Events** and **Streaming API**.

Client 9 : PROJECT LEADER

Project: DENTAL CALL CENTER IMPLEMENTATION - NOV'16 TO JUL'17

- Successfully managed a team of 7 people to develop Dental Call Center application over Salesforce using a third-party tool namely **Vlocity** and **angularJS.**
- Worked extensively on Service Cloud starting from Interaction, Cases, Accounts, Solutions, Articles, Knowledge Management,
- Designed Console for the application with Vlocity pages including several custom console components,
- Designed pages with **Vlocity Omniscripts, Cards, Data Raptors, Actions,**
- Have Good knowledge on complete lifecycle of Service Cloud.

Client 10 : PROJECT LEADER

Project: CUSTOMER/AGENT INTERACTION IN SALES- JUN'16 TO OCT'16

- Successfully managed a team of 4 people in agile, to develop customer interaction screens for health care product,
- Worked extensively on Salescloud starting from Sales process definition, Opportunities, Pricebooks, Products, Contracts, Quotes to Products purchase,
- Implemented custom functionality to do data manipulations and upload data from excel to load opportunities,
- Designed and coded visual force pages which was then converted into lightning pages in further enhancements,
- Have Good knowledge on complete lifecycle of Sales Cloud.

Client 11 : PROJECT LEADER

Project: SFA OPERATIONS SUPPORT - MAY'15 TO MAY'16

- Successfully managed a team of 10 people to support SFA OPS application, SLA driven,
- Involved in code analysis of complex application to distinguish support and development issues,
- Effectively handling territory management, reports, profiles, roles, permission sets and all SFDC admin tasks.

Client 12 : PROJECT LEADER

Project: DATA MIGRATION PROJECT FROM MAINFRAME TO SFDC/ENHANCEMENTS/SUPPORT - JAN'13 TO OCT'14

- Successfully managed a team of 5 people for application migration from Mainframe to SFDC,

- Effectively designed, developed and implemented agency administration functionality from

  legacy systems to Salesforce.com including the sync process between Salesforce.com and

  DB2 using outbound messages,

- Effectively handled more than 450 components including objects, fields, apex classes,

  triggers, visual force pages, workflow rules, approval processes, outbound messages, custom labels, custom settings, record types, reports, report types, profiles, permission sets, Static resources, Scheduled Job, Batch processing, SOQL, SOSL, Data Import and Export in single deployment,

- Have good experience on creating Apex, Batch apex, Schedule Apex, Exception handling which includes error handling on VF screen for application errors and errors resulting in bulk data management during Batch Apex execution,

- Good knowledge on Visual Force pages which includes handling of Static Resources, Custom Labels, Use and Overriding of Standard operations on Visual Force pages, Java script functions and good use of TAG library of VF,

- Created Unit testing documents and test classes for all the apex classes,

- Created an API and connected Salesforce thru Java to load test data,

- Created deployment plan and deployment order of Salesforce components for smoother deployment avoiding dependency errors,

- Created traceability matrix with all salesforce components and requirements to ensure all requirements are coded,

- Performed all the Salesforce Admin activities to control access to components of application such as profiles, roles, permission sets,

- Coordinated with migration team for data movement between legacy and salesforce systems,

- Ensured accurate data refresh and data deletion thru Batch Apex for other team of the migration group and business to test and validate the application for System testing and Performance testing,

- Worked with Solution Architects during releases preview, sandbox refresh, data load and deployment of changes,

- Post deployment created changelog for tracking the changes on all salesforce components against requirements across all sandboxes for all change requests,

- Created monthly deployment document with all defect, enhancements, changed components and changesets to track deliveries on monthly basis,

- Trained team members to do developer certification.

Client 13 : MODULE LEADER

Project: JEE APPLICATION WITH SPRING AND HIBERNATE- OCT'12 TO DEC'12

- Successfully managed team of 3 developers to meet the project timelines,
- Worked on Agile methodology and delivered code meeting business requirements,
- Delivered JEE application which includes Java, Spring, Spring Security framework, JSF and Hibernate.

Client 14 : MODULE LEADER

Project: JEE APPLICATION WITH SPRING AND HIBERNATE- JUN '11 TO DEC'11

- Successfully managed team of 2 developers to migrate application from Mainframes to Java,
- Delivered JEE application which includes Java, Spring, JSF, Hibernate, HTML, CSS.

Client 15 : MODULE LEADER

Project 1: JEE APPLICATION WITH JSP, SERVLETS, WBI - – SEP'10 - MAY' 11

- Worked as Module Lead with team size of 8,
- Worked in small to medium Project Enhancements,

Project 2: JEE APPLICATION WITH JSP, SERVLETS, WBI, MQSI, CAF- – ONSITE (CHICAGO) SEP'07 TO AUG'10 MODULE LEADER

- Worked as SME for several products at onsite,
- Worked in complete project life cycle starting from requirements gathering with clients, development, deployment, testing support and in application support,
- Migrated from CAF to MQSI framework,
- Migrated from MQSI to IBM WBI,
- Have managed a team of 9 and delivered enhancements of 9000hrs coding.

Project 3: MIDDLEWARE APPLICATION WITH JAVA, CAF – OFFSHORE APR'05 TO AUG'07

- Developed and maintained middleware to connect J2EE and Mainframe applications,
- Common Adaptor Framework generates Business Objects and Relationship Objects from COBOL, copybooks and maps all front-end elements to corresponding Mainframe table data,
- Developed and maintained Front end applications for Underwriting policies,
- Worked as SME for several products.