

Praveen Sahu

Position: **Salesforce Consultant**

Present Employer: **Infosys Limited**

Work Location: **Hyderabad**

Total Experience: **8.5 years**

Relevant Experience : **7.9 Years**

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Professional Summary

- ✓ **8.5 years of overall experience** out of which **7.9 years** of relevant experience in **SAAS** applications on **Force.com** platform and **Salesforce.com CRM** applications such as **Sales** and **Service Cloud**.
- ✓ Major Experience in **Application Development, Application Configuration, Administration, Data Modeling, Sharing & Visibility settings, Reporting**, creating or modifying **Automated Business Process, Code Review, Unit Testing, Data Migration and Deployment across environments** in **Force.com** platform using **Out of the box (Standard)** and **Custom functionalities**.
- ✓ Very good experience in **Feasibility Analysis, Requirements Analysis, Design solutions, Documentation, Review** Sales and Service applications on **SFDC platform** using both custom & standard functionalities.
- ✓ Demonstrated **out of the box Salesforce capabilities** and proposed **business process changes** to take full advantage of Salesforce capabilities.
- ✓ Managed project deployments and rollouts on **Salesforce SDLC, Release Management & Change Management** which follows **Scrum / Agile methodology / DevOps** which include third party **CI/CD** tools.
- ✓ A team player having very good **communication skills & presentation skills** with **1.9 years of Client facing/Onshore role experience**.
- ✓ A **salesforce enthusiast** who want to learn new and always try to add new skill set by gaining knowledge using **Technical webinars** and **Workshops**
- ✓ Salesforce Certified **Sales Cloud & Service Cloud Consultant, Platform Developer-1 and Administrator**.
- ✓ Certified **Vlocity Platform Developer** who is a leader in **Industry cloud** for salesforce
- ✓ Certified **COPADO Platform Administrator and Developer** a native DevOps tool for salesforce.
- ✓ Certified **Flosum Professional** a 100% native Release management Tool for Salesforce
- ✓ Infosys **Certified Global Agile Consultant**.

Technical Summary

- ✓ Expertise in **APEX Programming** which include **APEX Classes, APEX Triggers, Apex Controllers, Batch Apex, Asynchronous Apex, Apex Callouts, Apex Email Messaging and Email Services**.

- ✓ Excelled in **Visualforce page development** such as **Visualforce Components, AJEX in Visualforce Page, Visualforce Email templates.**
- ✓ Experienced in **Aura Lightning Components** Development, **Lightning Data Services, Lightning Design System** implementation.
- ✓ Very good knowledge of using **HTML5, JavaScript, XML** and **CSS** in Visualforce and lightning along with **JSON**.
- ✓ Great understanding of **Apex Coding Best Practices, Improving Performance** and **Salesforce Governor Limits**
- ✓ Very experience in Salesforce integration using Apex **SOAP, REST API**. Good understanding of **BULK API** and **Meta Data API**.
- ✓ Knowledge on **Lightning UI/UX, app builder** and creating salesforce support **communities** and **Chatter** groups
- ✓ Good understanding of **Component Communications in Aura Lightning bundle.**
- ✓ Very good Understanding of **Lightning Web Components Framework** and **ECMAScript modules.**
- ✓ Great understanding of **Data Architecture of salesforce Standard** and **Custom objects** different **types of relationships** between them such as **many to many** and **one to many**.
- ✓ Vast experience in **Sales Cloud CRM Domain** like **Lead management, Web2lead, Lead Cleaning, Lead conversion, Account Deduplication management, Account Cleaning, opportunity Management, product management** and **CPQ knowledge**
- ✓ Very good experience in **Service Cloud CRM Domain** such as **Case Management, Web2Case, Case Assignment, Escalation Rules** etc.
- ✓ Expertise in **Automated Business Process** like **Workflows, Approval Process, Process Builders, Visual Flows**
- ✓ Excellent skill set in Salesforce Configuration and administration like **Validation Rules, Page layout, Lightning App Builder, Lightning Experience Customization, Buttons, links and Actions.**
- ✓ Good experience in **Sharing and Visibility Setting** in salesforce such as **OWD, Sharing Setting, Roles, Role Hierarchy, Manual Sharing, Profiles settings, Permission sets** and **FLS.**
- ✓ Expertise in creating and customizing **Reports and Dashboards** in both Salesforce Classic and Lightning.
- ✓ Expertise in **DevOps** in Salesforce and also **CI/CD** using third Part tools like **COPADO** and **AutoRabit** and opensource tools like **Ant Builder & Jenkins.**
- ✓ Very good experience in Metadata Deployment using **Changesets, Force.com Migration tool, Ant Builder and VSCode knowledge on Salesforce DX**
- ✓ Very good experience in **Data migration** using **Apex Dataloader , Dataloader.IO** and **Import Wizard.**
- ✓ Good experience in version controlling tools knowledge using **Git, GitHub, Bitbucket** and Comparing tools like **Beyond Compare.**
- ✓ A beginner in **Vlocity Platform development** using **Cards** and **layout Designer, Omniscrypt** and **Dataraptor.**

- ✓ Good knowledge on **COPADO** DevOps Administration and Development like managing **user stories, Pipelines management, Environment, committing metadata, Deploying & Promoting user story, Back promoting** user stories using pipelines, **Conflicts Resolution, deploying Destructive Changes, Data deployment** using **Data Templates**.

Technical Skills

Salesforce.com Development:

Apex Language, Visualforce, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, Visual Force (Page, Component & Controllers), HTML5.

Administration:

Reports & Dashboards, Validation Rules, Users, Roles, Groups and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Process builders, Visual Flows, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Sharing Settings, Communication Templates.

Lightning Experience Development:

Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers, Lightning WEB Components.

Managed Packages:

Conga composer, COPADO, Vlocity Platform Development, Cloudsense CPQ, CloudSense Click Approve.

Languages:

Apex, Ajax, Core Java, XML, HTML5, Java Script, ECMAScript, CSS

Tools/Utilities:

Salesforce CLI, VSCode, Workbench, Salesforce Data loader, Bit bucket, Jenkins, Source Tree, Beyond Compare, Autorabit, Jira, HP-ALM, Notepad++

Databases:

Force.com DB, Microsoft SQL Server 2000/2005/ 2008

Methodologies:

Waterfall, Agile, Scrum, DevOps

Operating Systems

Windows 7/8/10

Projects Undertaken

Project #8	Data.com and Traction Replacement with D & B Optimizer
Client	One of the UK's Leading Broadband and Telecommunication Company
Client Location	India (Offshore)
Duration	3 Months
Employer	Infosys Limited
Role	Senior Developer as well as technical Consultant as a SPOC from offshore.
Platform	Salesforce.com CRM (Sales Cloud)
Languages (or) Frameworks	Apex, Visualforce, Data integration rules
Managed Packages used	D&B Optimizer Package and Data.com Cleaning
Database	Salesforce Cloud, SOQL and SOSL, Data.com

Tools	Force.com IDE, Beyond Compare, Bitbucket, , Jenkins , Apex Data loader
IDE or IO's	Eclipse, VSCode, Workbence, ASIDE.IO
<p>Description: Data.com clean provided by salesforce and Traction Cleaning are effective tools used to clean Account and Lead details with D&B database which are mainly used in the Lead to order capture journey of the B2B application. The cleaned information provides trust and data consistency of a company.</p> <p>This cleaned company information with D&B database is manly used to do Debit and Credit checks of the customer before capturing the order details in B2B sales.</p> <p>As Data.com by salesforce is getting retried this mid-year. Business has decided to go with new tool which will do the cleaning as well as provide some advanced automated features which will improve the data consistency and data Integrity of the company details.</p> <p>Hence providing a very good trust and continuity of the Customers in the B2B sales journey.</p>	
<p>Responsibilities in the Project:</p> <ul style="list-style-type: none"> ✓ Working as a lead offshore Consultant and Developer for this project. ✓ A lead Developer who has done the POC and feasibility checks of the new D&B optimizer when Data.com retires ✓ Involved in Installing and activating of the D&B optimizer product directly in the sandboxes and higher environments. ✓ Involved in initial analysis data integration rules of data.com and finding API dependencies with Data.com which are retiring. ✓ Preparing the field mapping of Data.com old fields and D&B optimizer new fields which needs to be replaced. ✓ Analyzing and presenting reports with clear insight to the client showing how many accounts get impacted due to this migration. ✓ Preparing the matrix of functionalities or modules which are getting impacted and providing what will be new solutions as per the new D&B optimizer tool. ✓ Guiding and directly helping team technically about impacted apex classes and Visualforce pages. ✓ Presenting internal and business demo to the team and Business about the new journey and features available to the client. ✓ Directly involved in technical discussion with D&B optimizer about technical clarification the approach planned for deployment and migration right from Dev, SIT , UAT , Staging and production. ✓ Finding technical hurdles initially and providing solution or workaround for problem. 	

Project #7	EOCN and OOCN Communications with Customers
Client	One of the UK's Leading Broadband and Telecommunication Company
Client Location	United Kingdome.
Duration	4 Months
Employer	Infosys Limited
Role	Senior Developer as well as technical Consultant as a SPOC from offshore.
Platform	Salesforce.com CRM (Sales Cloud)
Languages (or) Frameworks	Asynchronous Apex, Batch Apex, Apex Email messaging, Visualforce and Automated business flows.

Managed Packages used	D&B Optimizer Package and Data.com Cleaning
Database	Salesforce Cloud, SOQL and SOSL, Data.com
Tools	Force.com IDE, Beyond Compare, Bitbucket, GIT ,Jenkins , Apex Data loader
IDE or IO's	Eclipse, VSCode, Workbench, ASIDE.IO
<p>Description:</p> <p>This application fills the communication gap which will help the customer to get an email or letter about their contractual end dates or out of contract notification. This helps to gain the business continuation and trust of the customer.</p> <p>To gain this attention from customers this application creates an automatic collaboration platform with customer by sending large amount of End of Contract communications and Out of Contact Communications either through bulk emails or by physical copy of letters by which customers will get a notification.</p> <p>This application also has the capabilities to handle daily salesforce technical governor limits of sending number of mass emails through apex. And helps the capability to resend copy of the communication which matches the earlier copy.</p>	
<p>Responsibilities in the Project:</p> <ul style="list-style-type: none"> ✓ Involving in discussing the technical design to create end to end solution for this project ✓ Finding technical feasibility for the application in salesforce by analyzing governor limits. ✓ Helping the team as a senior developer by guiding them in development ✓ Developing complex Apex mass emails using batch apex and scheduler which involves ✓ Reviewing the code of the team finding if there are following salesforce best practices. ✓ How to make the application more reusable and configurable rather than full customization ✓ Involving in planning the project schedule from built to warranty. ✓ Representing as a primary SPOC for testing team to collaborate and discuss about the defects ✓ Finding the possibility of performance improvement of the application by suggesting the optimized code. ✓ Giving Internal Demo and Business Demo to the client by presenting the end to end functionality ✓ Noting down the business feedbacks and improvements from senior architects. 	

Project #6	Integrate IT (Lead2Order or Order Capture)
Client	One of the UK's Leading Broadband and Telecommunication Company
Client Location	United Kingdom.
Duration	2 Year 6 Months
Employer	Infosys Limited
Role	Senior Developer and technical SPOC for 1.7 Years in Onshore and 5 Months in Offshore
Platform	Salesforce.com CRM (Sales Cloud)
Languages (or) Frameworks	Apex, Visualforce , Salesforce Lightning UI, Aura, LDS ,HTML, Java Script, Managed packages ,Web services and Integration
Managed Packages used	Conga composer , Cloudsense CPQ, CloudSense Click Approve , Cloudsense Order Management and Orchestrator tool
Database	Salesforce Cloud, SOQL and SOSL ,Data.com
Tools	Force.com IDE, Beyond Compare, Bitbucket, GIT ,Jenkins , Apex Data loader
IDE or IO's	Eclipse,ASIDE.IO
<p>Description: Integrate IT (Lead2Order or Order capture) is a salesforce sales cloud application which helps to enhance the Telesales agents to support the sales processes for SoHo/SME and MLE customer segments which deals with right from creating the leads to capturing the order details of the customer to submitting order details which is later used by order management application for Order fulfillment of the products and Services</p>	

The application involves lead management, account deduplication, Address validation using external systems, Configure-Price-Quotes, capturing orders with product information, Billing account Details for provisioning the order along with supporting MACD operation on in-life services and subscription,

Before Submitting the order, the application does the following check

- Debt check (COMET)-Checks if Customer has any debts using web services to COMET system.
- Credit Check(EQUIFAX)- Checks if Customer Credit history and mitigates the risks by suggesting Mitigation payment
- Serviceability checks of Address of customer with DNA
- Card or BACS payment using ACI and ITP
- Doing FRAUD check to customer which uses ACI and middleware
- Generating, Sending the Order Form using Conga Composer and
- Get digital quote approval accepted by the customer using Cloudsense Click approve managed package.

Responsibilities in the Project:

- ✓ Was a key Onshore Developer and POC for Development, Support and any technical discussions
- ✓ A lead Developer in the team who helps the team by guiding functionally and technically from onshore
- ✓ Involved in helping complex architecture and design implementation with the client-side BA's and Architect of the projects
- ✓ Prepare estimations and road map for the deliverables from design to deployment phase.
- ✓ Developed Apex Classes, Batch Apex, Scheduled Apex, Controller Classes, Extensions and Apex Triggers for various functional needs in the application.
- ✓ Designed and developed complex interactive AJAX Visualforce pages based on the business requirements.
- ✓ Expertise in web service and Integration who has experience with integrating to COMET, Equifax, ACI , Validate Direct Debit banking API with SOAP & REST services which communicate through JSON and XML
- ✓ Worked with managed packages such as Conga composer, Cloudsense CPQ, CloudSense Click Approve, Cloudsense Order Management and Orchestrator
- ✓ Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- ✓ Experience in release management and version controlling using Bitbucket server, GIT subversion, Source Tree and Beyond Compare tools.
- ✓ Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE, workbench and Jenkins
- ✓ Created and used Email templates in HTML and VisualForce.
- ✓ Involved in defect fixes unit, integration, smoke testing of various functionalities in SIT and UAT phases.
- ✓ Documenting FDD and TDD for all the requirement
- ✓ Apex Batch Job involving Apex email Using Visualforce email templates which works based on daily email limits of the org.

Project #5	Assisted Care In-Life Transformation
Client	One of the UK's Leading Broadband and Telecommunication Company
Client Location	United Kingdom
Duration	5 months
Employer	Infosys Limited
Role	Senior Developer for 2 months in Onshore and 3 Months in Offshore
Platform	Salesforce.com CRM (Service Cloud)
Languages (or) Frameworks	Apex, Visualforce, Salesforce Lightning UI, Aura, LDS, HTML, Java Script, Web services
Database	Salesforce Cloud, Data.com
Tools	Force.com IDE, Beyond Compare, Bit bucket, GIT, Jenkins, Apex Data loader
IDE	Eclipse,aside.io, Developer Console
<p>Description: Assisted Care In-life transformation tools helps the Assisted Care agents deal with the customers in a 360-degree view and provides So/SME and MLE Operations, Service Management, Revenue Assurance and Business Management of the products which are in-life or activity used by the customers.</p> <p>The In-Life Program comprises 3 phases:</p> <ul style="list-style-type: none"> • Service Cloud – launching standard Service Cloud (out of the box configuration), leveraging the new capability being deployed to Unity Media in December 2017 or as a 'vanilla' solution from day one based on analysis on which is most beneficial to VM • Service Cloud Development – expanding Service Cloud capability • Ad-hoc initiatives (to be defined) relating to specific business 'wants' such as RemedyForce, etc. and Service Retrieval spanning both So/SME and MLE markets (recently transitioned from the IIT Program within VMB). 	

Responsibilities in the Project

- ✓ Review, Design and find the technical feasibility of the user stories
- ✓ Experience in an Agile Scrum Methodologies as a scrum team member who use using JIRA an ALM for SDLC
- ✓ Preparing Team Level user stories from program level user stories and also estimations and story points as member of agile scrum team
- ✓ Worked on Aura lightning component web page on Public portal community pages.
- ✓ Guide team as a senior developer if there are any Functional or Technical Blockers
- ✓ Worked as a senior developer in the team who has expertise in salesforce Apex Classes, triggers, Batch Apex etc.
- ✓ Designed and developed customized salesforce UI such as Visualforce pages , Lightning components and Aura bundles based on the business requirements.
- ✓ Developed salesforce integrations to different outbound systems making HTTP Rest callouts using JSON parsing and XML DOM parsing.
- ✓ Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- ✓ Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE, workbench and Jenkins
- ✓ Configured and customized Salesforce communities to create a customer portal where we have merged Salesforce lightning components to provide customers the Interactive and faster responsive look and feel of UI.
- ✓ Worked extensively in Sharing rules, custom permission set, Profiles, role hierarchy, Object and field level security in the application.
- ✓ Involved in defect fixing of SIT, UAT and PIT defects done unit testing, smoke testing of various functionalities in SIT , UAT ,Staging phases.
- ✓ Done Documentation while design, implementation, effort estimation and creating various deployment checklist.

Project #4	FET 2.0 and 2.1
Client	One of the world's leading Food and Beverage Company
Client Location	North America
Duration	2 years 2 Months
Employer	Infosys Limited
Role	Senior Developer
Environment	Salesforce.com CRM (Sales Cloud)
Languages	Apex, Visualforce
Database	Salesforce Cloud, SOQL and SOQL
Tools	Apex Data loader, CLIQ, Eclipse,Force.com IDE
IDE	Eclipse
Description: Freestyle Execution Tool is a global application that supports Freestyle sales and operations groups in the sales process, distribution and installation process and in turn providing greater insight into Freestyle outlet growth for manufacture planning purposes.	

Responsibilities in the Project:

- ✓ As a senior developer who handles development of customization and configuration End to End with in the team.
- ✓ Participate in requirements sessions.
- ✓ Requirements translation to technical specifications.
- ✓ Involved in complex architecture design implementation.
- ✓ Prepare estimations and road map for the deliverables from design to deployment phase.
- ✓ Developed complex business logics in Apex Classes, Batch Apex, Scheduled Apex, Controller Classes, Extensions and Apex Triggers for various functional needs in the application.
- ✓ Designed and developed Visualforce pages based on the business requirements.
- ✓ Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
- ✓ Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- ✓ Packaged and Deployed customizations from Sandbox to other environments using Force.com IDEs.
- ✓ Created and used Email templates in HTML and VisualForce.
- ✓ Involved in defect fixes unit, integration, smoke testing of various functionalities in SIT and UAT phases.
- ✓ Done Documentation while design, implementation, effort estimation and creating various deployment checklist.

Project #3	GE Lighting Service Cloud
Client	GE Lighting
Client Location	North America
Duration	11 Months
Employer	TechMahindra Limited
Role	Team Member
Environment	Salesforce.com CRM (Sales Cloud)
Languages	Apex, Visualforce, Batch Script
Database	Cloud
Tools	Apex Data loader, CLIQ
IDE	Eclipse

Description: GE Home & Business Solutions is implementing a digital customer connect strategy to holistically manage customers and contacts. A 360 view of the customer will allow customer service and sales representatives to collaborate. Company is looking to migrate its customer service Siebel platforms to Salesforce.com. This project will deliver critical data migration and real time integration and implement customer service cloud application.

Responsibilities in the Project:

- ✓ Creating objects, Fields and define Relationships (Custom/Standard Good knowledge on Object Oriented Programming Concepts).
- ✓ Configuring Profile, Role hierarchy, validation rules, workflow rules
- ✓ Creating Sharing rules, permission sets, Assignment rules, Setting Auto Response rules
- ✓ Configuring Case Management in service cloud, Email2case, Web to case
- ✓ Creating and Customizing Reports and Dashboard, Email templates creation
- ✓ Batch Integration of the application with SFDC using CLIQ batch job.
- ✓ Creating Apex classes, Test classes, Triggers, Deploying using Force.com IDE
- ✓ Done Data Migration using Apex Data loader.

Project #2	GE Lighting Sales Cloud
Client	GE Lighting
Client Location	North America
Duration	9 months
Employer	TechMahindra Limited
Role	Team Member
Environment	Salesforce.com CRM (Service Cloud)
Languages :	Apex, Visualforce, Batch Script
Database	Cloud
Tools	Apex Data loader
IDE	Eclipse
Description: GE Lighting wants to migrate the current Sales application on Oracle on Demand to Salesforce.com Sales Cloud application. Need to provide 360-degree view of the Sales information. Sales force org implementation and deployment of sales cloud. In this implementation all functionalities of standard sales process which includes campaign management, lead management, account and opportunity management. Company is looking to migrate its current sales process from Oracle platform to slaesforce.com.	
Responsibilities in the Project <ul style="list-style-type: none"> ✓ Analyzing objects and their field mapping and giving their relationship ✓ Configuring Record Types, assigning page layouts to profiles ✓ Security controls and their accessibility to users, roles and groups ✓ Dealing with opportunity object and its business process ✓ Writing triggers and Apex classes to customize business process ✓ Done Data migration with Apex data loader ✓ Deployed SFDC Components, Apex Classes and VF pages using Force.com IDE 	

Project #1	Blacksheep Development
Client	Black Sheep Ventures, LLC
Client Location	North America
Duration	9 months
Employer	TechMahindra Limited
Role	Team Member
Environment	Java, Java Script, HTML, XML
Database :	Support Central
Tools	Screen Scrapper Tool
Description: GovIQ.com, owned and operated by Black Sheep Ventures, LLC., is the most comprehensive source of business-to-government (B2G) intelligence in the United States and Canada. Whether it's federal or state and local government contracting, GovIQ™ is the go-to resource for our cutting-edge B2G Intelligence™ and an industry-leading number of government bid opportunities. B2G Intelligence is the product resulting from the collection, integration and interconnecting of vast amounts of government procurement data and is a must-have resource for existing and prospective government vendors.	
Responsibilities in the Project: <ul style="list-style-type: none"> ✓ I worked in the Screen Scrapper tool which scraps all the hard-coded data that are present in the list of US and Canada's federal or state and local government contracting websites. ✓ Done Java Script Coding part in the Screen Scrapper tool which generates XML files for data importing needed for Database 	

Educational Qualification

Graduation **Bachelor of Technology in Information technology** from JNTUK University, in Aditya Institute of Technology And Management with **66.00%**

Intermediate Math's, Physics and Chemistry in Board of intermediate with **90.10%**

SSC 10th Board of secondary education with **87.00%**

Declaration

I hereby declaring that the details provided above are true to the best of my knowledge.

Praveen Sahu